



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

March 21, 2022

Aprille Sutton
Child & Family Services of Northwestern Michigan
3785 Veterans Drive
Traverse City, MI 49684

RE: License #: CB280201037
Investigation #: 2022C0444007
Child & Family Services of Northwestern Michigan

Dear Ms. Sutton:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

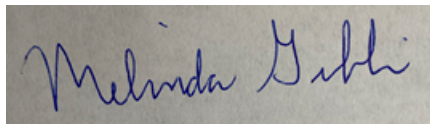
If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

FOR CWL ONLY

Please note that violations of any licensing rules are also violations of the MSA and your contract.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available, and you need to speak to someone immediately, please contact the area manager, Jessica Vandenheuvel, at (616) 204-6992.

Sincerely,

A handwritten signature in blue ink that reads "Melinda Gubbi". The signature is written in a cursive style with a large initial "M" and "G".

Melinda Gubbins, Licensing Consultant
MDHHS\Division of Child Welfare Licensing
701 S. Elmwood, Ste. 11
Traverse City, MI 49684
(231) 342-3721

enclosure

**MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD WELFARE LICENSING
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	CB280201037
Investigation #:	2022C0444007
Complaint Receipt Date:	02/14/2022
Investigation Initiation Date:	02/15/2022
Report Due Date:	04/15/2022
Licensee Name:	Child & Family Services of NW Michigan Inc
Licensee Address:	3785 Veterans Drive Traverse City, MI 49684
Licensee Telephone #:	(231) 946-8975
Administrator:	Aprille Sutton, Designee
Licensee Designee:	Aprille Sutton, Designee
Name of Facility:	Child & Family Services of Northwestern Michigan
Facility Address:	3785 Veterans Drive Traverse City, MI 49684
Facility Telephone #:	(231) 946-8975
Original Issuance Date:	09/01/1990
License Status:	REGULAR
Effective Date:	04/05/2021
Expiration Date:	04/04/2023
Capacity:	Unknown
Program Type:	CHILD PLACING AGENCY, PRIVATE

II. ALLEGATION(S)

	Violation Established?
The agency did not document placement specifications that were consistent with the initial evaluation.	No
The agency did not document placement specifications that were consistent with the reevaluation.	No
The agency placed a child in the foster home that was outside of approved service types of the license.	No
The agency did not disclose all known information about a youth's behaviors timely.	Yes

III. METHODOLOGY

02/14/2022	Special Investigation Intake 2022C0444007
02/15/2022	Special Investigation Initiated - Telephone
02/17/2022	Contact - Telephone call made Call to complainant; unable to leave a voicemail
02/17/2022	Contact - Document Sent email to complainant
02/18/2022	Inspection Completed On-site
02/18/2022	Contact - Face to Face interviewed Chief Administrator at the agency
02/18/2022	Contact - Face to Face interviewed intake coordinator at the agency
02/18/2022	Contact - Face to Face interviewed licensing supervisor at the agency
02/18/2022	Contact - Face to Face interviewed foster care worker at the agency
02/25/2022	Contact - Telephone call received Interview with complainant
03/08/2022	Contact - Telephone call made follow up interview with complainant
03/09/2022	Inspection Completed-BCAL Sub. Compliance
03/16/2022	Pre-exit meeting with Chief Administrator

ALLEGATION:

The agency did not document placement specifications that were consistent with the initial evaluation.

INVESTIGATION:

Complainant was interviewed via telephone on February 25, 2022. Complainant stated she was originally pursuing a foster home license for a specific child, a teenage female youth. Complainant stated that during the process of being licensed the female youth had visitation with her. Due to her behaviors, complainant stated she decided it would not be a good fit for her to take placement. Complainant stated that the terms of her license were changed after her original license had been issued. Complainant stated she completed a checklist that was provided by the agency which listed specific behaviors and characteristics of youth she would be willing to consider for placement.

Licensing Supervisor was interviewed face-to-face at the agency on February 18, 2022. Licensing Supervisor stated Complainant's initial license was intended to be specific to one child, however circumstances changed, and the license specifications were modified to general care. In addition, the Licensing Supervisor stated placement of the child the license was originally intended did not work out. Licensing Supervisor stated the 3706 dated August 23, 2021, states the licensing terms for Complainant accepts males and females, general care, mental health diagnosis, sexually abused child, developmentally disabled child, bed wetting, medical needs child, HIV/AIDS child, pregnant teen, delinquent-status, delinquent-property, short-term substitute care, cross racial, special education, ADHS child, medication administration and unrelated caregiver.

Documents Reviewed:

- CWL 3130 initial foster/adoption home evaluation completed on August 3, 2021. Recommendation stated (1) child, 15-17 years old, female. Foster parent sought to be licensed for a specific child, but this writer assessed that she is capable of parenting a general foster child within this age range and license specifications as well, and that other children could be considered for foster parent.
- Behavior checklist signed and dated by the Complainant on September 15, 2021; documents licensing service types foster parent is willing to consider. Service types or types of care checked are general care, child with mental health diagnose, sexually abused child, developmentally disabled child, bed wetting care, medical needs child, HIV/AIDS child, pregnant teen, delinquent status, delinquent property, delinquent person, short term substitute care, cross racial, special education child, ADHD child, medication administration and unrelated caregiver.
- CWL 3706 Children's Foster Home Licensing Transaction Record dated September 16, 2021, was updated from original license. License terms state (1) child, 11-18 years old, male or female. Service types: general care, mental health diagnosis, sexually abused child, developmentally disabled child, bed wetting, medical needs child, HIV/AIDS child, pregnant teen, delinquent-

status, delinquent-property, short-term substitute care, cross racial, special education, ADHD child, medication administration, unrelated caregiver.

APPLICABLE RULE	
R 400.12310	Initial evaluation.
	(4) An agency shall document placement specifications consistent with the information contained in the evaluation. The placement specifications shall include the following: (f) Children who may not be placed in the home. The child's racial, ethnic, and cultural identity, heritage, and background may only be considered if an assessment of the individual child indicates that such consideration is in the best interests of the child.
ANALYSIS:	The placement specifications are consistent with the documentation contained in the initial evaluation. The initial license was pursued for a specific child, however, shortly after the license was approved, the complainant decided the placement would not be a good fit. The terms of the license were changed and are consistent with the documentation reviewed.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The agency did not document placement specifications that were consistent with the reevaluation.

INVESTIGATION:

Complainant was interviewed via telephone on February 25, 2022. Complainant stated she was originally pursuing a foster home license for a specific child, a female youth. Complainant stated during the process of being licensed the female youth had visitation with her. Due to her behaviors, Complainant stated she decided it would not be a good fit for her to take placement. Complainant stated the terms of her license were changed after her original license had been issued. Complainant stated she completed a checklist that was provided by the agency which listed specific behaviors and characteristics of youth she would be willing to consider for placement. Complainant stated the agency contacted her after her licensing terms had been changed inquiring if she would consider taking placement of Youth A. Complainant stated she was told about an incident Youth A had at a previous placement involving a machete but was not told the severity of that incident as well as his current behaviors and behavioral history. Complainant reported Youth A displayed aggressive behavior while in her home and, as a result, she requested that Youth A be moved. Complainant stated she informed the agency she did not

want placement of any youth with violent behaviors. Complainant stated a reevaluation of her foster home license was completed recently that reflects her placement specifications.

Licensing Supervisor was interviewed face-to-face at the agency on February 18, 2022. Licensing Supervisor stated Complainant's initial license was intended to be specific to one child, however circumstances changed, and the license specifications were modified to general care. In addition, the Licensing Supervisor stated placement of the child the license was originally intended did not work out. Licensing Supervisor stated the 3706 dated August 23, 2021, states the licensing terms for Complainant accepts males and females, general care, mental health diagnosis, sexually abused child, developmentally disabled child, bed wetting, medical needs child, HIV/AIDS child, pregnant teen, delinquent-status, delinquent-property, short-term substitute care, cross racial, special education, ADHS child, medication administration and unrelated caregiver. The Licensing Supervisor stated a reevaluation was completed on February 7, 2022, to renew Complainant's license. The licensing terms for the renewal were changed to one child, male or female, 11-18 years old, general care, short term substitute care, cross racial, ADHD, HIV/AIDS, pregnant teen, delinquent status, or delinquent property.

Documents Reviewed:

- CWL 4004 foster home reevaluation completed on February 7, 2022, stated Complainant is recommended for licensure of one child, male or female, 11-18 years old, of General Care, Short Term Substitute Care, Cross Racial, ADHD, HIV/AIDS, Pregnant Teen, Delinquent Status, or Delinquent Property. Renewal specified youth or teens that are physically or verbally aggressive, assaultive, or who could harm animals should not be placed in this home.

APPLICABLE RULE	
R 400.12324	Reevaluation. (4) An agency shall document placement specifications consistent with the information contained in the reevaluation. The placement specifications shall include all of the following: (a) Age, (b) Gender, (c) Race, (d) Number of children preferred by the family, (e) Characteristics of children best served by the home, (f) Children who may not be placed in the home. The child's racial, ethnic, and cultural identity, heritage, and background may only be considered if an assessment of the individual child indicates that such consideration is in the best interests of the child.

ANALYSIS:	The MISACWIS provider record indicates a reevaluation was completed on February 7, 2022. The reevaluation states that youth or teens that are physically or verbally aggressive, assaultive, or who could harm animals should not be placed in the home. This summary is consistent with the information contained in the reevaluation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The agency placed a child in the foster home that was outside of approved service types of the license.

INVESTIGATION:

Complainant was interviewed via telephone on February 25, 2022. Complainant stated she was originally pursuing a foster home license for a specific child, a female youth. Complainant stated that during the process of being licensed the female youth had visitation with her. Due to her behaviors, Complainant stated she decided it would not be a good fit for her to take placement. Complainant stated the terms of her license were changed after her original license had been issued. Complainant stated she completed a checklist that was provided by the agency which listed specific behaviors and characteristics of youth she would be willing to consider for placement. Complainant stated the agency contacted her after her licensing terms had been changed inquiring if she would consider taking placement of Youth A. Complainant stated she was told about an incident Youth A had at a previous placement involving a machete but was not told the severity of that incident as well as his current behaviors and behavioral history. Complainant reported Youth A displayed aggressive behavior while in her home that resulted in contact with law enforcement and on-call mental health crisis team to assist with de-escalating Youth A. As a result, she requested Youth A be moved. Complainant stated she informed the agency she did not want placement of youth with violent behaviors. Complainant stated a reevaluation of her foster home license was completed recently that reflects her placement specifications.

Licensing Supervisor was interviewed face-to-face at the agency on February 18, 2022. Licensing Supervisor stated the Complainant's initial license was intended to be specific to one child, however circumstances changed, and the license specifications were modified to general care. Licensing Supervisor stated the 3706 dated August 23, 2021, states the licensing terms for Complainant accepts males and females, general care, mental health diagnosis, sexually abused child, developmentally disabled child, bed wetting, medical needs child, HIV/AIDS child, pregnant teen, delinquent-status, delinquent-property, short-term substitute care, cross racial, special education, ADHS child, medication administration and unrelated caregiver. The Licensing Supervisor stated a reevaluation was completed on February 7, 2022, to renew the Complainant's license. The licensing terms for the

renewal were changed one child, male or female, 11-18 years old, general care, short term substitute care, cross racial, ADHD, HIV/AIDS, pregnant teen, delinquent status, or delinquent property.

Documents Reviewed:

- CWL 3130 initial foster/adoption home evaluation completed on August 3, 2021. Recommendation stated (1) child, 15-17 years old, female. Foster parent sought to be licensed for a specific child, but this writer assessed that she is capable of parenting a general foster child within this age range and license specifications as well, and that other children could be considered for foster parent.
- Behavior checklist signed and dated by the Complainant on September 15, 2021, documents licensing service types foster parent is willing to consider. Service types or types of care checked are general care, child with mental health diagnose, sexually abused child, developmentally disabled child, bed wetting care, medical needs child, HIV/AIDS child, pregnant teen, delinquent status, delinquent property, delinquent person, short term substitute care, cross racial, special education child, ADHD child, medication administration and unrelated caregiver.
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- MiSACWIS Case File: Youth A's placement history states he was placed in complainant's home from October 5, 2021, until October 11, 2021.

APPLICABLE RULE	
R 400.12404	Placement.
	(3) An agency's placement of a child in a foster home shall be consistent with the placement specifications for the home.
ANALYSIS:	The agency placed Youth A in a foster home on October 5, 2021. The placement was consistent with the placement specifications for the home at the time. Since Youth A was moved on October 11, 2021, the licensing service types for the home were changed.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The agency did not disclose all known information about a youth's behaviors timely.

INVESTIGATION:

Complainant was interviewed via telephone on February 25, 2022, and a follow up telephone interview was completed on March 8, 2022. Complainant stated the agency contacted her inquiring if she would consider taking placement of Youth A. Complainant stated she accepted placement of Youth A on October 5, 2021. Complainant stated prior to placement she was told about an incident Youth A had at a previous placement involving a machete but was not told the severity of that incident as well as his current behaviors and behavioral history. Complainant stated she later became aware of more details regarding Youth A's incident involving a machete where he attempted to attack his grandfather as well as other concerning behaviors. Complainant stated she was upset the agency did not communicate this information to her prior to placement. Complainant stated that if she had known all of this information upfront, she would have declined placement. Complainant reported due to the aggressive behavior Youth A displayed while in her home, she requested that Youth A be moved. Complainant stated Youth A was moved from her home on October 11, 2021.

Chief Administrator was interviewed face-to-face at the agency on February 18, 2022. Chief Administrator stated in situations where an emergency placement is needed the agency will go through all of their placement options and contact all of their homes to locate a temporary placement. Chief Administrator stated, in this particular case, a temporary, emergency placement was sought for Youth A while a residential placement could be located and approved. Follow-up contact was made with Chief Administrator on March 16, 2016, via email. The Chief Administrator stated the DHS 3307 Placement Outline and Information Record was completed for Youth A, however, was not provided to Complainant.

Foster Care worker was interviewed face-to-face at the agency on February 18, 2022. Foster Care worker (FCW) stated she was the assigned worker for Youth A in October 2021. FCW stated the child was in need of an emergency placement while awaiting approval for a residential placement. FCW stated the agency was looking for a temporary placement. FCW stated she and the Intake Coordinator contacted Complainant together and provided the child's behavioral history. FCW stated she informed Complainant the agency was seeking a temporary emergency placement until a residential placement could be located and approved. FCW stated Complainant stated she would be able to take the placement and a male relative was staying with her so he could assist if needed.

Intake Coordinator was interviewed face-to-face at the agency on February 18, 2022. Intake Coordinator stated a referral meeting is called once the agency is contacted regarding placement. The licensing department, adoption supervisor, Chief Administrator and intake all participate. The assigned Foster Care worker is also present if the child has any behavioral issues or if it is a replacement. Intake Coordinator stated that current information related to the youth is discussed and the team then goes through the list of placement options. The Intake Coordinator stated

that the team reviews license specifications based on the needs of the youth. Intake Coordinator stated that she and the assigned Foster Care worker placed a call to Complainant together and explained the reason for placement as well as Youth A's behavioral history.

Documents Reviewed:

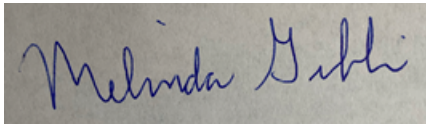
- MISACWIS case file: June 17, 2021, Parent Agency Treatment Plan (PATP) for report period March 21, 2021-June 17, 2021 stated Youth A was removed from his grandfather's care on March 24, 2021 because he attempted to attack his grandfather with several weapons, including a machete, in a fit of rage. The PATP stated this incident was not Youth A's first incident involving violence. The PATP further stated that Youth A struggles receiving direction from women.
- MISACWIS case file: September 14, 2021, FTM hyperlink stated there was discussion with previous foster parent regarding Youth A's extreme behaviors.
- MISACWIS case file: September 28, 2021, Permanent Ward Service Plan for report period June 18, 2021-September 15, 2021, states that Youth A has severe behaviors that impacted potential adoption with previous foster parents. It further states Youth A has explosive and destructive behaviors when he does not get what he wants.
- MISACWIS case file: September 28, 2021, Social work contact states previous female foster parent who had placement from March 24, 2021-September 27, 2021, reported to agency she had 2 videos from incidents involving Youth A visibly beating himself while yelling that he was being abused.
- MISACWIS case file: October 5, 2021, Family Team Meeting (FTM). There is nothing documented in the FTM hyperlink the agency discussed Youth A's behavioral history with Complainant prior to placement.
- MISACWIS case file: All social work contacts from September 30, 2021-October 30, 2021, on Youth A's MISACWIS case record were reviewed. No documentation indicating agency provided information regarding Youth A's behavioral history to foster parent.

APPLICABLE RULE	
R 400.12417	Foster parent information.
	(2) For an emergency placement, if any of the information specified in subrule (1)(a) to (h) of this rule is not available at the time of placement, then the agency shall provide information to the foster parent within 7 calendar days of the placement.

ANALYSIS:	There is documentation in the MISACWIS case file of Youth A that indicates the agency was aware of Youth A's behavioral history, specifically his behavioral history regarding female caretakers. There is no documentation in the MISACWIS case file of Youth A or the MISACWIS provider record of Complainant which indicates the agency disclosed the known information.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend upon receipt of an acceptable corrective no change be made to the license status of this child placing agency.



3/17/2022

Melinda Gubbins
Licensing Consultant

Date

Approved By:



March 21, 2022

Jessica VandenHeuvel
Area Manager

Date