



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD WELFARE LICENSING
LANSING

ROBERT GORDON
DIRECTOR

February 14, 2020

Stephanie Dettloff
Child & Family Services - Northeast Michigan
1044 US-23 N
Alpena, MI 49707

RE: License #: CB040201041
Investigation #: 2020C0114007
Child & Family Services - Northeast Michigan

Dear Ms. Dettloff:

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.

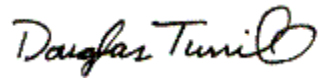
If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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 Claudia Triestram, Area Manager, at 616-552-3662

Sincerely,

A handwritten signature in black ink that reads "Douglas Turrill". The signature is written in a cursive style with a large, looped initial "D" and a stylized "T".

Doug Turrill, Licensing Consultant
MDHHS\Division of Child Welfare Licensing
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 383-5531

enclosure

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

I. IDENTIFYING INFORMATION

License #:	CB040201041
Investigation #:	2020C0114007
Complaint Receipt Date:	11/06/2019
Investigation Initiation Date:	11/07/2019
Report Due Date:	01/05/2020
Agency	Child Family Services of NE Michigan
Licensee Address:	1044 US-23 N Alpena, MI 49707
Licensee Telephone #:	Unknown
Administrator:	Stephanie Dettloff, Designee
Licensee Designee:	Stephanie Dettloff, Designee
Name of Facility:	Child & Family Services - Northeast Michigan
Facility Address:	1044 US-23 N Alpena, MI 49707
Facility Telephone #:	(989) 356-4567
Original Issuance Date:	05/01/1990
License Status:	REGULAR
Effective Date:	12/21/2018
Expiration Date:	12/20/2020
Capacity:	Unknown
Program Type:	CHILD PLACING AGENCY, PRIVATE

II. ALLEGATION(S)

	Violation Established?
It is alleged that the agency closed a foster home license without notifying the foster parent.	No
Additional Findings	Yes

III. METHODOLOGY

11/06/2019	Special Investigation Intake 2020C0114007
11/07/2019	Special Investigation Initiated - Telephone
11/21/2019	Contact - Telephone call made PC w/ Complainant
01/06/2020	Contact - Face to Face Interview Staff
01/06/2020	Contact - Document Received
01/28/2020	Contact - Telephone call made PC w/ Complainant
02/03/2020	Exit Conference
02/03/2020	Inspection Completed-BCAL Sub. Compliance

ALLEGATION:

It is alleged that the agency closed a foster home license without notifying the foster parent.

INVESTIGATION:

On November 6, 2019 I received the complaint seen above. A special investigation was initiated on the above said date. A foster parent, hereafter referred to as Foster Parent A, and agency staff were interviewed. Documents were also reviewed. What follows is information obtained from the aforementioned sources.

On November 21, 2019 Foster Parent A was interviewed by telephone. Foster Parent A reported that in October of 2019 she received a survey from Lansing. The survey was for foster homes who had been closed. Foster Parent A reported that she was surprised by this as she and her husband had never requested that their home be closed and they were unaware that it had been closed. Foster Parent A reported that she knew that their license had expired on December 25, 2018 but that agency staff never called to offer to renew the license. Foster Parent A reported that prior to the license expiring she had told the agency foster care worker that she would not foster for the agency anymore but did not want their license closed. Foster Parent A reported that on November 28, 2018 the adoption of the children in her care was finalized and that she had no contact from with the agency from that point on. Foster Parent A reported that the agency does not follow protocol and she did not think it would be effective and beneficial to contact them. Foster Parent A stated, "I thought we would let sleeping dogs lie". Foster Parent A reiterated that she did not want to close their license but did not want to remain licensed with the agency.

On January 6, 2020 the Chief Administrator and Program Supervisor were interviewed. The program supervisor provided a letter and two emails that were sent to Foster Parent A. They are as follows below:

An email dated June 26, 2019 from the agency Quality Assurance Director and Chief Administrator to Foster Parent A requests that Foster Parent A contact the agency regarding whether she wants to keep their license opened or if they want to close the license.

An email dated July 23, 2019 from the agency Quality Assurance Director and Chief Administrator to Foster Parent A requests that Foster Parent A contact the agency regarding whether the foster parent wants to keep their license opened or if they want to close the license.

A letter dated July 23, 2019 from the agency Quality Assurance Director to the Foster Parent A speaks of several attempts by the agency to contact Foster Parent A. The letter requests that Foster Parent A contact the agency to verify if she wants to

close their license or remain open. The letter requests that Foster Parent contact the agency if she has any questions.

The Chief Administrator and Program Supervisor each reported that the agency did not receive a response from the Foster Parent A regarding the two emails and the agency letter. The Program Supervisor confirmed that the agency letter was sent to the foster parent on July 23, 2019.

A review of the CWL-3706 indicates that the foster home was closed on August 29, 2019.

On January 28, 2020, Foster Parent A was contacted for a second interview by telephone. I reviewed with Foster Parent A the email of June 26, 2019 from the agency to her. Foster Parent A confirmed that she did receive the email. Foster Parent A reported that she did not respond to the email because she did not want to be licensed by the agency. I asked Foster Parent A if had requested that the agency transfer her license to another agency and she responded that she had not. Foster Parent A reported that she did not receive the email dated July 23, 2019. Foster Parent A reported that this email could have gone to her "spam" mailbox if the sender of the email was not recognized. Foster Parent A also denied that she had received the agency hard copy letter dated July 23, 2019.

The addresses of the June 26, 2019 and July 23, 2019 emails were reviewed. Each email was from the agency Quality Assurance Director and sent to the same email address of Foster Parent A.

APPLICABLE RULE	
R 400.12207	Staff responsibilities.
	1) An agency shall designate that the chief administrator is responsible for the day-to-day operation of the agency and for ensuring compliance with the applicable provisions of these rules.

ANALYSIS:	<p>The agency sent two emails and a hard copy letter to Foster Parent A. Foster Parent A initially denied that she had received any communication from the agency regarding whether she wanted her license to remain open or closed. In the second interview with Foster Parent A she acknowledged that she did receive the June 26, 2019 email from the agency but did not respond to it as she did not want to be licensed by the agency.</p> <p>Evidence indicates that the agency made three attempts to contact Foster Parent A and did not receive a response from Foster Parent A.</p> <p>TECHNICAL ASSISTANCE PROVIDED: I recommended that if the agency does not receive a response from a foster parent after two letters/emails that the third letter be sent certified mail. The certified letter should inform the foster parent that the license will be closed if the foster parent does not contact the agency by a specified date. The letters should also have been generated and sent at a much earlier date.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

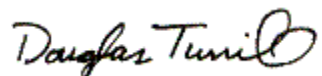
INVESTIGATION:

During the course of this investigation it was identified that foster home license of Foster Parent A had expired December 25, 2018. The foster home was not closed until August 29, 2019. An annual foster home evaluation was not completed.

APPLICABLE RULE	
R 400.12324	Reevaluation.
	1) An agency shall conduct an annual on-site visit and complete a written reevaluation of a foster home.
ANALYSIS:	The agency failed to initiate and complete a renewal evaluation resulting in the license expiring.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan the recommendation is for continuance of the regular license.



February 9, 2020

Doug Turrill
Licensing Consultant

Date

Approved By:



February 14, 2020

Claudia Triestram
Area Manager

Date