



GRETCHEN WHITMER
GOVERNOR

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

ROBERT GORDON
DIRECTOR

December 2, 2019

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

RE: License #: CB040201041
Investigation #: 2019C0114036
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.
- Repeat violations require an explanation as to why the previous corrective action plan failed to prevent a repeat violation of the rule.
- 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.

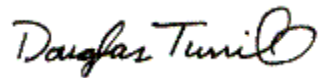
If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days.

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, stylized "D" and a circular flourish at the end.

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 #:	2019C0114036
Complaint Receipt Date:	07/10/2019
Investigation Initiation Date:	07/10/2019
Report Due Date:	09/08/2019
Licensee Name:	Child Family Services of NE Michigan
Licensee Address:	1044 US-23 N Alpena, MI 49707
Licensee Telephone #:	989-356-4567
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 failed to complete special investigations for three foster homes within the time frames specified by the rule.	Yes
It is alleged that the agency did not complete thorough special investigations of foster homes.	Yes
Additional Findings	Yes

III. METHODOLOGY

07/10/2019	Special Investigation Intake 2019C0114036
07/10/2019	Special Investigation Initiated - Telephone
11/04/2019	Contact - Face to Face Staff interview
11/04/2019	Contact - Document Received
11/04/2019	Inspection Completed-BCAL Sub. Compliance
11/04/2019	Exit Conference

NOTE: The name of the Child and Family Services Northeast staff is coded throughout this report to ensure privacy and confidentiality.

ALLEGATION:

It is alleged that the agency failed to complete special investigations for three foster homes within the time frames specified by the rule.

INVESTIGATION:

On 07/10/19 this writer initiated a special investigation regarding the allegation described above. The Chief Administrator of the agency was interviewed.

Documents were also reviewed. What follows is information obtained from the aforementioned sources.

On 07/10/19 the Chief Administrator was informed of the allegations.

On 11-4-19 the Chief Administrator was interviewed on site. The Chief Administrator acknowledged that special investigations had been overdue but had been completed. The Chief Administrator reported that staff turnover had contributed to the late completion of the investigations.

This writer then conducted a review of foster home files and various documents.

1. Foster Home 1 (CF040385588). A special investigation, #2018C062412, was opened on 11/09/17 and the special investigation was closed on 12/14/18. The special investigation and the corrective action plan addressing rule violations were found in the MISACWIS system.
2. Foster Home 2 (CF600339427). A special investigation, #2016C0621807 was initiated on 01/28/16 and a DHHS-259 closing the investigation was found in the electronic file. The DHHS-259 indicates that the investigation was closed on 02/23/16. The electronic file did not contain the special investigation. The Chief Administrator looked for a "hard copy" of the investigation but reported that there was no report or documentation that the investigation had been completed other than the DHHS-259 closing the investigation.
3. Foster Home 3 (CF040317197), was closed on 02/21/19. There were 3 special investigations that were not completed as required by the rule.

Special investigation #2018C0624674 was opened on 01/25/18, not completed, and closed on 12/12/18.

Special investigation #2016C0622041 was opened on 04/14/16, not completed, and closed on 12/14/18.

Special Investigation #2016C0622452 was opened on 06/14/16, not completed, and closed on 12/14/18.

APPLICABLE RULE	
R 400.12327	Special evaluation.
	(3) An agency shall complete a special evaluation within 45 calendar days after receipt of the information. If additional time is required, then the agency shall inform the foster parent, in writing, of the basis for the extension and the expected length of the extension. The total time for the

	completion of the investigation shall not exceed 90 calendar days without written approval from the chief administrator or his or her designee.
ANALYSIS:	<p>Special Investigation #2018C0622412, for Foster Home 1, was completed late by approximately 1 year.</p> <p>Special Investigation # 2016C0621807 for Foster Home 2 was not completed. A completed investigation and report could not be located. Foster Home 2 is an open licensed foster home. The agency will be required to complete this investigation and the corrective action plan should reflect this.</p> <p>Special investigations # 2018C0624674, #2016C0622041, and #2016C0622452 for Foster Home 3 were late. Since the foster home is closed, completion of the special investigations cannot be achieved. The agency will be required to submit a corrective action plan which prevents late special investigations.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

It is alleged that the agency did not complete thorough special investigations of foster homes.

INVESTIGATION:

Special investigations #2018C0624674, #2016C0622041, and #2016C0622452, for Foster Home 3, were closed without having been completed. The following language was used throughout each of the 3 investigation reports where answers to questions contained on the CWL-4005 are required;

“08/16/2018 - this is unknown. The worker and supervisor no longer work for this agency.

Closing this SE in order to close the license on this home. Child was removed, per foster parent's request, at the time the investigation was initiated.”

APPLICABLE RULE	
R 400.12327	Special evaluation.
	(1) An agency shall do all of the following when anyone in the agency receives information that relates to possible noncompliance with any foster home rule: (c) Conduct a thorough investigation including all necessary collateral contacts.
ANALYSIS:	Each of the 3 special investigations for Foster Home 3 were closed without having been completed while the foster home was still open. The justification for not completing the investigations was that agency personnel who had opened the investigations no longer worked for the agency and the agency wanted to close the license.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

During the course of this investigation the license recommendations resulting from the special investigations were reviewed. The three investigations for Foster Home 3 documented the following license recommendations.

Special Investigation # 2018C0624674. The DHHS-259 for this investigation documented, "Continue current status".

Special investigation #2016C0622041. The DHHS-259 for this investigation documented "Continue current status".

Special Investigation # 2016C0622452. The DHHS-259 for this investigation documented "Denial of issuance".

The licensing recommendation stemming from special investigation #2016C0621807 for Foster Home 2 documents on the DHHS-259, "Continue current status".

APPLICABLE RULE	
R 400.12325	License recommendation.
	(1) An agency shall recommend to the department the appropriate licensing action consistent with facts

	contained in the foster home evaluation and any special evaluations.
ANALYSIS:	The three special investigations for Foster Home 3 and the one special investigation for Foster Home 2 were not completed. Therefore, the licensing recommendations based upon those investigations were not based on the facts of the circumstances being investigated, rather ease of completion for the worker, as clearly noted in the 3 investigations for Foster Home 3.
CONCLUSION:	VIOLATION ESTABLISHED

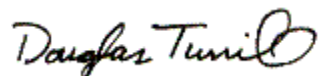
ADDITIONAL FINDING:

During the course of the interview with the Chief Administrator she had reported that the special investigations that are the focus of this investigation had been completed. An email dated 12/06/18 from the DCWL Assistant Director to the Agency Chief Administrator and Licensing Supervisor details the process for completing the special investigations. The special investigation for Foster Home 2 had not been completed from the date of the 12/06/18 email until the 11/04/19 on site visit by this writer. The three investigations for Foster Home 3 had not been completed from the date of the 12/06/19 email until the home closed on 02/21/19. The DHHS-259's for each of the investigations for Foster Homes 2 and 3 recommended licensing action incongruent with the incomplete investigations.

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:	The Chief Administrator failed to ensure that the special investigations were completed initially, but also from the date of the DCWL Assistant Directors directives on 12/06/18. In addition, licensing recommendations were made based upon incomplete investigations.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



November 12, 2019

Doug Turrill
Licensing Consultant

Date

Approved By:



December 2, 2019

Claudia Triestram
Area Manager

Date