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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

September 6, 2022

Bruce Mossburg
Bethany Christian Services - Refugee Program
1050 36th St S.E. Ste 400
Grand Rapids, MI 49508

RE: License #: CB410200974
Investigation #: 2022C0444020
Bethany Christian Services - Refugee Program

Dear Mr. Mossburg:

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:

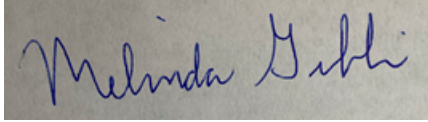
- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance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

Please note that violations of any licensing rules are also violations of the MISEP 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 and is placed on a light-colored, textured background.

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 #:	CB410200974
Investigation #:	2022C0444020
Complaint Receipt Date:	07/29/2022
Investigation Initiation Date:	07/29/2022
Report Due Date:	09/27/2022
Licensee Name:	Bethany Christian Services Inc
Licensee Address:	901 Eastern Avenue NE Grand Rapids, MI 49503
Licensee Telephone #:	(616) 224-7610
Administrator:	Bruce Mossburg, Administrator
Licensee Designee:	George Tyndall, Designee
Name of Facility:	Bethany Christian Services - Refugee Program
Facility Address:	1050 36th St S.E. Ste 400 Grand Rapids, MI 49508
Facility Telephone #:	(616) 224-7540
Original Issuance Date:	07/01/1992
License Status:	REGULAR
Effective Date:	10/19/2020
Expiration Date:	10/18/2022
Capacity:	Unknown
Program Type:	CHILD PLACING AGENCY, PRIVATE

II. ALLEGATION(S)

	Violation Established?
Foster care workers are not conducting face-to-face visits with foster children at the summer home.	Yes

III. METHODOLOGY

07/29/2022	Special Investigation Intake 2022C0444020
07/29/2022	Special Investigation Initiated - Letter Email to Chief Administrator to advise of new complaint
08/01/2022	Inspection Completed On-site
08/05/2022	Contact - Telephone call made Interviewed Complainant
08/16/2022	Contact - Telephone call made Interviewed foster parent
08/23/2022	Contact - Telephone call made Interviewed Foster Care worker 1
08/23/2022	Contact - Telephone call made Interviewed Foster Care worker 2
08/29/2022	Contact - Telephone call made Interviewed Foster Care supervisor 1
08/30/2022	Contact - Telephone call made Interviewed Foster Care worker 2
08/30/2022	Inspection Completed-BCAL Sub. Compliance
09/01/2022	Pre-exit meeting with Chief Administrator

ALLEGATION:

Foster care workers are not conducting face-to-face visits with foster children at the summer home.

INVESTIGATION:

Chief Administrator was advised of new complaint via email on July 29, 2022.

Complainant was interviewed via telephone on August 5, 2022. She stated the family have been staying at their summer residence since June 10, 2022.

Complainant stated she was concerned the agency foster care workers were not completing home visits to the summer residence and specifically to ensure Youth C's safety plan that are part of the foster care case is being followed. Complainant stated she conducted a home visit to the summer residence on July 22, 2022. She stated the family never mentioned any concerns regarding COVID.

Foster parent (FP) was interviewed via telephone on August 16, 2022. FP stated there was a face-to-face visit by an agency foster care worker in her summer

residence but some of the visits were done virtually. FP stated there was exposure to COVID in her household in June and July. She stated there is a youth in her home with a compromised immune system, so she is extremely cautious when allowing visitors.

Foster Care Worker 1 (FCW1) was interviewed via telephone on August 23, 2022. FCW1 stated she was first assigned to Youth A and Youth B's case in May and was informed at the time of assignment the family requested virtual visits due to concerns of COVID. FCW1 stated she continued to conduct virtual visits as the family requested and as she was instructed to do so by the previous foster care worker as well as her supervisor. FCW1 was informed the family preferred virtual visits due to having an immunocompromised child in the home and would advise when the foster parents felt comfortable allowing people in their house. FCW1 stated she has not been inside the foster parent's main house or their summer house as she is new to the case.

Foster Care Worker 2 (FCW2) was interviewed via telephone on August 23, 2022. FCW2 stated she is the assigned foster care worker for Youth C. FCW2 stated Youth C is currently in treatment so there is more contact with her by a behavioral specialist. She stated the foster parents requested virtual visits due to concerns regarding COVID because they have a child in the home with significant health issues. The foster parents will ask FCW2 if she is displaying any COVID related symptoms or if anyone in the household is she will request a virtual visit.

Foster Care Supervisor 1 (FC Supervisor 1) was interviewed via telephone on August 29, 2022. FC Supervisor 1 stated she has been assigned to the case since February 2022. She stated the foster family has requested virtual visits for several months due to concern regarding COVID-19. FC Supervisor 1 stated the foster parents have a child in the home with a compromised immune system due to a significant health condition. She stated her staff have been conducting virtual visits with Youth A and Youth B due to the request by foster parents. FC Supervisor 1 stated FCW1 inquires every month if anyone in the household is experiencing symptoms even if the visits are virtual. A home visit was conducted in the vacation home of foster family in July 2022 due to concerns that were recently brought up.

Foster Care Supervisor 2 (FC Supervisor 2) was interviewed via telephone on August 30, 2022. FC Supervisor 2 stated she is the supervisor assigned to Youth C's case. She stated the foster parents have expressed concern regarding COVID-19 due to having a few children in the home with a compromised immune system but the assigned foster care worker conducts monthly visits in the foster placement, including their vacation home. FC Supervisor 2 stated typically the assigned worker she supervised will see the child in the main home in June and August and will travel to the vacation home for the July visit.

Documents Reviewed:

- **MISACWIS case file for Youth A:** Home visit social work contacts were reviewed between January 2022 and July 2022.
 - Virtual home visits were documented to have occurred on 1/12/22, 2/21/22, 3/29/22, 4/27/22, 5/26/22, 6/22/22, and 7/19/22 documenting due to the COVID-19 pandemic. Nothing in contact indicates worker or any household member was displaying symptoms related to COVID-19.
 - 7/29/2022 SWC- Face-to-face visit with Youth A in foster placement. This was a well-being check and safety planning meeting due to CPS allegations that have been made, resulting in an investigation by law enforcement and CPS.

- **MISACWIS case file for Youth B:** Home visit social work contacts were reviewed between January 2022 and July 2022.
 - Virtual home visits were documented to have occurred on 1/12/22, 2/21/22, 3/29/22, 4/27/22, 5/26/22, 6/22/22, and 7/19/22 documenting due to the COVID-19 pandemic. Nothing in contact indicates worker or any household member was displaying symptoms related to COVID-19.
 - 7/29/2022 SWC- Face-to-face visit with Youth A in foster placement. This was a well-being check and safety planning meeting due to CPS allegations that have been made, resulting in an investigation by law enforcement and CPS.

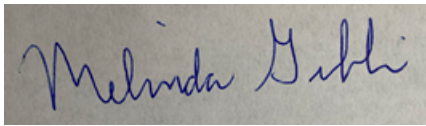
- **MISACWIS case file for Youth C:** Home visit social work contacts were reviewed between January 2022 and July 2022.
 - 1/27/2022 SWC- A home visit was done virtually with Youth C because of concerns around exposing her household to COVID, many of her family members are at risk and her father needs a surgery that won't happen if they have COVID.
 - 2/15/2022 SWC- home visit: A home visit was done virtually because Youth C's family is immunocompromised and there is an upcoming surgery that cannot be rescheduled if the family gets COVID.
 - Home visit social work contacts dated 3/19/2022, 4/1/22, 5/4/22, and 6/3/22 were completed with Youth C in her foster home.
 - 7/29/2022 SWC-home visit with Youth C in foster parent's vacation home.

APPLICABLE RULE	
R 400.12421	Visitation and parenting time
	(b) An agency social service worker shall visit the foster child and foster parent in the foster parent's home at least once every month.

ANALYSIS:	The agency is found in noncompliance as the assigned caseworkers did not complete all required monthly face-to-face visits with foster children in the foster home.
CONCLUSION:	VIOLATION ESTABLISHED

IV. **RECOMMENDATION**

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



Melinda Gubbins
Licensing Consultant

9/1/2022

Date

Approved By:



September 1, 2022

Jessica VandenHeuvel
Area Manager

Date