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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ROBERT GORDON
DIRECTOR

November 17, 2020

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

RE: License #: CB280201037
Investigation #: 2021C0128001
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.

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, Claudia Triestram, at (616) 552-3662.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Meeuwenberg". The signature is fluid and elegant, with the first name and last name clearly distinguishable.

Stephanie Meeuwenberg, Licensing Consultant
MDHHS\Division of Child Welfare Licensing
Suite 200
121 Franklin Street SE
Grand Rapids, MI 49507

enclosure

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

I. IDENTIFYING INFORMATION

License #:	CB280201037
Investigation #:	2021C0128001
Complaint Receipt Date:	11/02/2020
Investigation Initiation Date:	11/02/2020
Report Due Date:	01/01/2021
Licensee Name:	Child & Family Services of NW Michigan Inc
Licensee Address:	3785 Veterans Drive Traverse City, MI 49684
Licensee Telephone #:	(231) 946-8975
Administrator:	Michele Jannazzo, Designee
Licensee Designee:	Michele Jannazzo, 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:	04/29/2019
Expiration Date:	04/28/2021
Capacity:	Unknown
Program Type:	CHILD PLACING AGENCY, PRIVATE

II. ALLEGATION(S)

	Violation Established?
On 10/27/20, agency staff grabbed child's arm and pushed her back on the couch during a supervised visit.	No
On 10/30/20, agency staff did not use car seat properly while transporting the child. The car seat was not properly buckled.	Yes
Additional Findings	No

III. METHODOLOGY

11/02/2020	Special Investigation Intake 2021C0128001
11/02/2020	Special Investigation Initiated - Telephone
11/02/2020	Contact - Telephone call made Interview with Mother
11/05/2020	Contact - Telephone call made Contact with C.A.
11/05/2020	Contact - Document Received
11/09/2020	Contact - Telephone call made Interview with worker
11/09/2020	Contact - Telephone call made VM left for worker
11/10/2020	Contact - Telephone call received Interview with worker
11/12/2020	Contact - Document Sent Request for Files
11/12/2020	Inspection Completed-BCAL Sub. Compliance
11/13/2020	Contact – Document Received Files
DATE	Exit Conference

ALLEGATION:

On 10/27/20, agency staff grabbed child's arm and pushed her back on the couch during a supervised visit.

INVESTIGATION:

Parent A was interviewed via telephone on November 2, 2020. Parent A said she is working with Child and Family Services to regain custody of Child 1. Parent A said she has visits with Child 1 in her home twice per week. Parent A said Staff Z brought Child 1 to the visit on October 27, 2020 and stayed to supervise the visitation time in Parent A's home. Parent A said Child 1 was playing around and becoming "rowdy" during the visit because Child 1 was excited to be home. Parent A said Child 1 ran over to Staff 1, who was sitting on the couch with her computer, and tried to touch Staff 1's computer. Parent A said Staff 1 then "grabbed" Child 1's arm around her elbow and "pushed Child 1 back onto the couch". Parent A said Staff 1 did not do it in an aggressive manner and Child 1 was not hurt.

Staff Z was interviewed via telephone on November 10, 2020. Staff Z said she was the Family Support Worker that completed the visit for Parent A and Child 1 on October 27, 2020. Staff Z said Child 1 was very hyper during the visit and at one point began running up and down the hallway of the home. Staff Z said she followed Child 1 and Parent A in the hallway to ensure proper supervision. Staff Z said she had left her laptop sitting on the couch in the living room area. Staff Z said Child 1 ran down the hallway into the living room and started to touch the computer screen. Staff Z said she waited for a few seconds to see if Parent A would redirect Child 1 away from the computer and when Parent A did not Staff Z gently took Child 1's hand and told her she was not to touch other people's belongings. Staff Z said Child 1 then moved away from the computer onto something else. Staff Z said Child 1 was not moved onto the couch and did not sit anywhere near a couch during this incident.

Documents Reviewed:

- Staff Z statement regarding visit from October 27, 2020.
- Staff Z's employee file, this file did not include any performance concerns.

APPLICABLE RULE	
R 400.12206	Staff qualifications
	(1) An agency shall require a staff member who has ongoing contact with children or parents to be a person who has the ability, experience, education, and training to perform the duties assigned.

ANALYSIS:	After interviews with Parent A and Staff Z, it was determined that Staff Z did move Child 1 away from her computer however it is unable to be determined if Staff Z “grabbed” Child 1 or “gently moved her hand”. Parent A and Staff Z both reported that Child 1 was not injured. Parent A did report Staff Z did not act in an aggressive manner when moving Child 1 therefore, the violation is not established.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

On 10/30/20, agency staff did not use car seat properly while transporting the child. The car seat was not properly buckled.

INVESTIGATION:

Parent A was interviewed via telephone on November 2, 2020. Parent A said she is working with Child and Family Services to regain custody of Child 1. Parent A said she has visits with Child 1 in her home twice per week. Parent A said on Staff Y brought Child 1 to the visit on October 30, 2020. Parent A explained that Child 1 is 2 years old and needs to be transported in a 5-point harness car seat. Parent A said when Staff Y arrived for the visit Parent A went to get Child 1 out of the car and realized the car seat was not buckled into the car but rather the seat belt was over top of the car seat. Parent A said Child 1 was sitting in the 5-point harness car seat however was not strapped into the seat, the seatbelt lap portion was over Child 1’s lap, and the seatbelt shoulder portion was placed behind Child 1’s car seat. Parent A said Child 1 was only being “held into the car by a lap belt”. Parent A said Staff Y said Child 1 had tried to get out of the car seat which was why she decided to put the seatbelt over Child 1’s lap. Parent A said she proceeded to put the car seat in correctly to the car and ensured that Child 1 was appropriately buckled into the car seat once the visit was finished.

Staff Y was interviewed via telephone on November 9, 2020. Staff Y said she has been a Family Support Worker at Child and Family Services for about three years however only does it on a part-time basis. Staff Y said she did transport Child 1 for her visit on October 30, 2020. Staff Y said Child 1 is 2 years old and needs a forward-facing, 5-point harness car seat. Staff Y said the car seat she had gotten to transport Child 1 seemed “confusing” to her and she “forgot” how to strap it in appropriately. Staff Y said she buckled Child 1 into the car seat and the placed the seatbelt from the car over top of Child 1 and the car seat. Staff Y said she did not think to ask anyone for help or call her supervisor for support. Staff Y said Parent A did come to the car to get Child 1 when they arrived at the visit and Parent A strapped the car seat into the car for the transport back to the foster home.

Documents Reviewed:

- Vehicle Use Policy and Client Transportation which outlines the expectation for use of appropriate car seats for youth.
- Staff Y's employee file, this file did not include any performance concerns

APPLICABLE RULE	
R 400.12206	Staff qualifications
	(1) An agency shall require a staff member who has ongoing contact with children or parents to be a person who has the ability, experience, education, and training to perform the duties assigned.
ANALYSIS:	After interviews with Parent A and Staff Y, it is determined that Staff Y did transport Child 1 in an unsafe manner by not installing the car seat into the car appropriately.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change in the license status.



Stephanie Meeuwenberg
Licensing Consultant

November 13, 2020
Date

Approved By:



Claudia Triestram
Area Manager

November 17, 2020

Date