



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

ROBERT GORDON  
DIRECTOR

December 9, 2020

Rachel Sykes  
Lutheran Adoption Service  
1545 Keystone  
Lansing, MI 48911

RE: License #: CB330361250  
Investigation #: 2021C0103003  
Lutheran Adoption Service

Dear Ms. Sykes:

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.
- For any repeat violations, include an assessment of why the previous corrective action plan was ineffective.
- 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 at (616) 552-3662.

Sincerely,

A handwritten signature in cursive script, appearing to read "Rorie Dodge-Garnaat".

Rorie Dodge-Garnaat, Licensing Consultant  
MDHHS\Division of Child Welfare Licensing  
235 Grand, Ste 1305  
P.O. Box 30650  
Lansing, MI 48909  
(517) 899-6024

enclosure

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

**I. IDENTIFYING INFORMATION**

|                                       |  |
|---------------------------------------|--|
| <b>License #:</b>                     | CB330361250                                  |
| <b>Investigation #:</b>               | 2021C0103003                                 |
| <b>Complaint Receipt Date:</b>        | 10/16/2020                                   |
| <b>Investigation Initiation Date:</b> | 10/16/2020                                   |
| <b>Report Due Date:</b>               | 12/15/2020                                   |
| <b>Licensee Name:</b>                 | Wellspring Lutheran Services                 |
| <b>Licensee Address:</b>              | 6019 West Side Saginaw<br>Bay City, MI 49707 |
| <b>Licensee Telephone #:</b>          | Unknown                                      |
| <b>Administrator:</b>                 | Rachel Sykes, Designee                       |
| <b>Licensee Designee:</b>             | Rachel Sykes, Designee                       |
| <b>Name of Facility:</b>              | Lutheran Adoption Service                    |
| <b>Facility Address:</b>              | 1545 Keystone<br>Lansing, MI 48911           |
| <b>Facility Telephone #:</b>          | (248) 663-0670                               |
| <b>Original Issuance Date:</b>        | 08/13/2014                                   |
| <b>License Status:</b>                | REGULAR                                      |
| <b>Effective Date:</b>                | 01/30/2019                                   |
| <b>Expiration Date:</b>               | 01/29/2021                                   |
| <b>Capacity:</b>                      | Unknown                                      |
| <b>Program Type:</b>                  | CHILD PLACING AGENCY, PRIVATE                |

## II. ALLEGATION(S)

|  | Violation Established? |
|--|------------------------|
| Staff reported during a wraparound meeting that she yelled in the child's face, asking him to hit her. She also disclosed some personal information using inappropriate comments during the meeting. | Yes                    |
| Additional Findings  | No                     |

## III. METHODOLOGY

|            |   |
|------------|---|
| 10/16/2020 | Special Investigation Intake<br>2021C0103003  |
| 10/16/2020 | Special Investigation Initiated - Telephone Complainant                                     |
| 10/16/2020 | Contact - Telephone call made<br>Message left for Chief Administrator                       |
| 10/19/2020 | Contact - Telephone call received<br>Return call from CA.                                   |
| 11/18/2020 | Contact - Document Sent<br>E-mail to manager  |
| 11/20/2020 | Contact - Telephone call made<br>Virtual Interview with the Manager and Chief Administrator |
| 11/20/2020 | Contact - Document Sent<br>E-mail to Supervisor   |
| 11/20/2020 | Contact - Document Sent<br>E-mail to Adoption worker  |
| 11/23/2020 | Contact - Telephone call made<br>Supervisor and Program Manager                             |
| 11/23/2020 | Contact - Telephone call made<br>Video Conference with Worker 1 and Supervisor              |
| 11/23/2020 | Contact - Document Received<br>Training documents   |

|            |  |
|------------|--|
| 11/23/2020 | Contact - Telephone call made<br>FCW               |
| 11/23/2020 | Contact - Telephone call made<br>Wraparound worker |
| 12/04/2020 | Inspection Completed-BCAL Sub. Compliance          |
| 12/07/20   | Exit Conference                                    |

## **ALLEGATION:**

Staff reported during a wraparound meeting that she yelled in the child's face, asking him to hit her. She also disclosed some personal information using inappropriate comments during the meeting.

## **INVESTIGATION:**

A complaint was received on 10/16/20 which stated that during a Wraparound meeting Worker 1 stated that she had yelled in a child's face asking him to hit her. She also disclosed information about her childhood, stating that her mom was a "piece of shit too" implying the child's mom was a piece of shit. Worker 1 also stated she stabbed someone when she was a child.

**Complainant Interview:** A phone call was made to the complainant on 10/16/20. She stated that the allegations were relayed to her by Youth A's Wraparound Worker. She stated that other team members were present for the wraparound meeting in which Worker 1 disclosed that she was in Youth A's face and disclosed personal information about herself to the team. The complainant stated she discussed the allegations with Worker 1's supervisor.

On 11/19/20 a phone call was received from the complainant. She stated that Youth A's foster care worker (FCW) was present for the incident between Youth A and Worker 1.

**Program Manager Interview:** The program manager was interviewed via video conferencing due to the agency offices being closed due to COVID. The Chief Administrator (CA) was also present. The Program Manager stated that Worker 1's Supervisor conducted an internal investigation after the Wraparound supervisor brought up the concerns. She stated that the supervisor met with Worker 1 who reported that the incident in question with Youth A occurred at Youth A's grandparents' home. The Worker, FCW, Youth A, and grandparents were present. The worker was provided with a training on boundaries and professionalism. The Program Manager stated that Worker 1 is a very passionate worker with a significant

drive to help her clients. She goes above and beyond her job duties. Youth A responds to worker 1 better than other workers. Youth A has reported that everyone else is soft. The program manager stated when the Supervisor talked to the FCW and grandparents neither of them had concerns about the Workers interactions with Youth A. The program manager stated that Youth A disclosed personal information to the wraparound team because she was trying to help them understand why she interacted with Youth A the way she did. The supervisor is and will continue to sit in on Youth A's wraparound meetings with Worker 1.

**Supervisor Interview:** The Supervisor was interviewed on 11/23/20 via video conferencing because the agency office is closed due to COVID. The Program Manager was also on the call. The Supervisor stated she received a phone call from the Wraparound supervisor who relayed concerns that came up about Worker 1. The supervisor contacted Worker 1, Youth A's grandfather, and the FCW. She said in regards to Worker 1's interaction with Youth A she had not gotten into Youth A's face and told him to hit her. She said Youth A stated he was not afraid to hit women and she acknowledged that he could hit her. The FCW worker confirmed that Worker 1 did not yell in Youth A's face. The grandfather told the Supervisor that Youth A made him uncomfortable with the way he was talking to the Workers but he had no concerns with how Worker 1 interacted with his grandson.

The Supervisor stated she did not get a specific quote about what Worker 1 disclosed to the Wraparound Team. Worker 1 told the Supervisor that she told the team about her conversation with Youth A, regarding him not following in his parents' footsteps. The Worker was trying to explain that she also did not have a good childhood and she chose not to go down the same path as her parents. This was not something Worker 1 disclosed to Youth A.

The Supervisor stated that she did not think Worker 1 crossed a boundary when she interacted with Youth A. She does think boundaries were crossed in the Wraparound meeting because she did not need to disclose the information she disclosed. The Supervisor stated Worker 1 was trying to express to the team that she could relate to Youth A.

The Supervisor stated that Worker 1 is a great worker and her families enjoy working with her. She is passionate about her job. Worker 1 has not been disciplined regarding these allegations. She did counsel Worker 1 on boundaries during their supervision meetings. She also attends the Wraparound meetings for Youth A to provide Worker 1 with support.

**Worker 1 Interview:** Worker 1 was interviewed on 11/23/20 via video conferencing because the agency office was closed due to COVID. Worker 1 stated that Youth A gets very escalated and confrontational. He pushes people metaphorically to see who will go or stay. He told her he hits women. She took a step closer to him but was still six feet from him to let him know she is the adult and he was the child. She told him that hitting her would not make her go away.

During the Wraparound meeting they were discussing Youth A's behaviors. Youth A likes to say he hits women and stabs and shoots people. He tells these stories as a defense during uncomfortable topics. She told the team she delt with Youth A by standing up to him and not letting him intimidate her. This allows Youth A to open up to Worker 1. Worker 1 said she never told the team that she got into Youth A's face. Worker 1 said she had to clarify what she meant three times because the team was not understanding her. She finally just ended the conversation. Worker 1 said she never told the team she told Youth A to hit her.

Worker 1 stated that while talking to Youth A he said he was going to be a piece of shit and she told him that she had a traumatic childhood too. She told the wraparound team her mom was a piece of shit and that she stabbed her brother. She was trying to explain to them that she knew what it felt like to have stabbed someone and Youth A did not respond as if he actually had stabbed someone. Worker 1 said the team took it all out of context.

Worker 1 said she meets with her Supervisor monthly but talks to her every other day. She has talked with her supervisor about when not to disclose personal information. At her request her supervisor goes to the Wraparound meetings for Youth A with Worker 1.

**Foster Care Worker (FCW) Interview:** The FCW was interviewed via telephone on 11/23/20. She stated that she was present during the interaction between Youth A and Worker 1. She stated that when Youth A stated he was not afraid to hit women Worker 1 said you are not going to hit me. They talked it out then gave each other a hug. She stated Worker 1 was not aggressive in her interaction with Youth A and she never told him to hit her. She stated Worker 1 did not disclose anything about her past to him. She said Worker 1 did show Youth A her bank account balance after he said she was just there for the money.

During the Wraparound meeting the Worker did make a statement about her mother. The Worker was trying to express that she knows what it is like to grow up with "piece of shit" parents and that Youth A was not a lost cause. It was brought up that Youth A goes around telling people that he stabbed someone. Worker 1 then brought up that she stabbed her brother when she was younger on accident with a pair of scissors. Worker 1 talked about her remorse and compared it to Youth A's lack of remorse when he talks about stabbing people. The FCW stated she did not have any concerns with what Worker 1 said in the Wraparound meeting.

**Wraparound Worker Interview:** The wraparound Worker was interviewed via telephone on 11/23/20. She stated she was not present for the actual incident between Worker 1 and Youth A. She said they were discussing Youth A's behaviors when Worker 1 said she got into Youth A's face and told him to hit her. During the meeting Worker 1 disclosed to the group that she stabbed her brother and that her

mother was a “piece of shit”. She stated the Wraparound meeting took place on 10/15/20 and the incident with Youth A happened about month prior to the meeting.

Worker 1’s Employee File: Worker 1 was hired on 8/23/19. She has no disciplines. She received the following trainings:

- De-escalating Hostile Clients on 4/1/20
- Behavior Support and Intervention on 5/18/20
- Boundaries and Professionalism in the workplace were done on 11/24/20

The agency provided excerpts from their Code of Conduct. There was nothing that talked about boundaries or disclosure of personal information. It does state that the agency, “strives to operate in compliance with applicable laws and appropriate ethical standards.”

| <b>APPLICABLE RULE</b> |   |
|------------------------|---|
| <b>R 400.12206</b>     | <b>Staff qualifications</b>   |
|                        | <b>(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.</b>  |
| <b>ANALYSIS:</b>       | Worker 1, the Wraparound worker, and the FCW all confirm that Worker 1 disclosed to Youth A’s Wraparound team that she had a “piece of shit” mother and that she stabbed her brother. The FCW also reported that Worker 1 showed Youth A her bank account balance when he accused of her doing the job for the money. Worker 1’s use of disclosing personal information about herself in order to make a point with the team and to connect with Youth A indicates she does not have the ability, experience, education, and/or training to perform her duties. |
| <b>CONCLUSION:</b>     | <b>VIOLATION ESTABLISHED</b>  |



#### IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan it is recommended that this investigation be closed with no further licensing actions.



12/7/20

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Rorie Dodge-Garnaat  
Licensing Consultant

Date

Approved By:



December 9, 2020

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Claudia Triestram  
Area Manager

Date