



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

October 6, 2022

Susan Humeau
Samaritas - Southwest
4341 S Westnedge ST 2000
Kalamazoo, MI 49008

RE: License #: CB390258392
Investigation #: 2022C0112021
Samaritas - Southwest

Dear Ms. Humeau:

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 area manager, Jessica VandenHeuvel, at (616)204-6992.

Sincerely,

A handwritten signature in cursive script, reading "Holly K. Austin". The signature is written in dark ink and is positioned below the word "Sincerely,".

Holly Austin, Licensing Consultant
MDHHS\Division of Child Welfare Licensing
Suite 200
121 Franklin Street SE
Grand Rapids, MI 49507
(269) 330-7082

enclosure

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

I. IDENTIFYING INFORMATION

License #:	CB390258392
Investigation #:	2022C0112021
Complaint Receipt Date:	08/02/2022
Investigation Initiation Date:	08/02/2022
Report Due Date:	10/01/2022
Licensee Name:	Samaritas
Licensee Address:	Suite A 2080 Union Ave. SE Grand Rapids, MI 49507
Licensee Telephone #:	(313) 823-7700
Administrator:	Suzy Humeau, Administrator
Licensee Designee:	Ann Meldrum, Designee
Name of Facility:	Samaritas - Southwest
Facility Address:	4341 S Westnedge ST 2000 Kalamazoo, MI 49008
Facility Telephone #:	(269) 345-5776
Original Issuance Date:	12/09/2003
License Status:	REGULAR
Effective Date:	05/15/2022
Expiration Date:	05/14/2024
Capacity:	Unknown
Program Type:	CHILD PLACING AGENCY, PRIVATE

II. ALLEGATION(S)

	Violation Established?
Agency denied parent their parenting time visit with infant in foster care despite parent confirming visit timely.	Yes
Parent was not provided required visitation with her son despite there being a court order for parenting time in place.	Yes
Parent was not provided the accurate grievance procedure.	Yes
The agency did not have adequate space for parenting time.	No
Additional Findings	Yes
While reviewing the case record, it was discovered that an FTM reported to have been held was not documented as required.	Yes

III. METHODOLOGY

08/02/2022	Special Investigation Intake 2022C0112021
08/02/2022	Special Investigation Initiated - Letter Scheduled on-site interviews of PM, Supervisor
08/02/2022	Contact - Document Sent Notified Chief Administrator of compliant allegation
08/02/2022	Contact - Document Sent Scheduled interview with complainant
08/08/2022	Inspection Completed On-site Conducted interviews with Program Manager, Assigned Supervisor, and assigned Foster Care Worker
08/08/2022	Contact - Telephone call received Interviewed Complainant by phone
08/08/2022	Inspection Completed On-site Interviewed Program Manager, Supervisor, Assigned Worker
08/10/2022	Contact - Document Received Received multiple emails from Complainant
08/11/2022	Contact - Document Sent Exchanged emails with assigned worker regarding information provided by complainant
08/17/2022	Contact - Face to Face Discussed findings with area manager and other consultants
09/19/2022	Contact - Document Sent Email to complainant
09/21/2022	Contact - Document Sent Pre-exit, provided preliminary findings
09/23/2022	Contact - Telephone call received Interviewed Complainant by phone regarding additional allegation/information.
09/23/2022	Inspection Completed-BCAL Sub. Compliance

09/30/2022	Contact - Telephone call made Interview with Foster Care Worker 2
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ALLEGATION:

Allegation #1 - Agency denied parent their parenting time visit with infant in foster care despite parent confirming visit timely.

Allegation #2 - Parent was not provided required visitation with her son despite there being a court order for parenting time in place.

INVESTIGATION:

Allegation #1 – On 8/2/2022 I was assigned to investigate allegations that Foster Care Worker told Complainant a month and a half ago that she no longer needed to confirm her parenting time visitation with her infant son, Youth A, by 8AM, rather she could confirm by 10AM. This was after months of confirming and visiting consistently. Complainant alleged that on the date of the complaint, 8/2/2022, she was denied her 4PM parenting time with Youth A due to confirming after 9AM. Complainant alleged that she was then told that there had been no change to her confirmation time of 8AM, despite Complainant having emails from Foster Care Worker to the contrary. Complainant added that she is breastfeeding Youth A during parenting time.

Interviews

Complainant – On 8/5/2022 I interviewed Complainant by phone. Complainant, who is also the mother of Youth A, stated when her case with Youth A began, she had supervised parenting time with her infant son, Youth A, two times per week at the agency. She stated initially parenting time took place at 10AM and she had to confirm that she would be attending each visit by 8AM the morning of the visit. She stated 6/21/2022 was that last visit that was scheduled for 10AM for which she confirmed before 8AM. Complainant stated she asked Foster Care Worker (FCW) on 6/21/2022 if she still had to confirm by 8AM starting 6/22/2022 since her visits were moving from 10AM to 4PM, to which FCW responded that she could confirm by 10AM moving forward. Complainant stated there have multiple times since that date that she confirmed after 8AM for parenting times that were subsequently held. She reported on 8/2/2022 she emailed FCW shortly after 9AM to confirm her 4PM visit and FCW responded that, since she had not confirmed by 8AM, her visit would be cancelled. Complainant stated she continued to email FCW, Supervisor, and Program Manager from 9-11AM as she did not understand why this visit was being cancelled when she had previously been confirming after 9AM and that it was detrimental to her child to not be allowed the visit. She stated she received a response at 11AM that she would not be allowed to have her visit.

Program Manager – On 8/8/2022 I interviewed Program Manager (PM) in-person at the agency. Program Manager reported the only time Complainant was allowed to confirm after 8AM was for a medical appointment Youth A had for which Complainant was allowed to confirm she would be attending by 10AM. On 8/30/2022

I spoke to PM via Microsoft Teams and asked if there had been a parenting time guidelines form completed and signed by Complainant regarding Youth A, as the form I was given was dated in 2021. She stated she believed there was and would check with FCW.

Foster Care Worker - On 8/8/2022 I interviewed Foster Care Worker (FCW) in-person at the agency. FCW reported Complainant has to confirm each parenting time by 8AM the morning of each visit. She stated the time had been the same for her previous children in foster care as well. FCW worker stated when Youth A was born, she told Complainant she had to confirm parenting time for him by 8AM. She stated a Family Team Meeting (FTM) was held in April during which Complainant asked if she still had to confirm by 8AM and she was told she did. FCW denied telling Complainant on 6/21/2022 that she could start confirming later beginning 6/22/2022. FCW stated Complainant confirmed her 8/2/2022 via email at 9:06AM and was told she had confirmed too late, and the visit would be cancelled. FCW reported this was the only time Complainant had confirmed after 8AM. FCW denied allowing Complainant to ever have a visit despite not confirming timely.

Supervisor – On 8/8/2022 I interviewed Supervisor in-person at the agency. Supervisor reported she was present for the April FTM during which Complainant was told she had to confirm her visits by 8AM. She stated that 8/2/2022 was the only visit Complainant had not confirmed by 8AM.

DOCUMENT REVIEW

Emails – On 8/10/2022 I received three emails from Complainant with screenshots of the following emails attached:

- 6/22/2022 at 9:01AM from Complainant to FCW – confirming her visit
- 6/22/2022 from FCW to Complainant thanking her for confirming and stating, “see you at 4.”
- 6/25/2022 from Complainant to FCW at 9:15AM to FCW – confirming her visit
- 6/25/2022 from FCW to Complainant – thanking her for her confirmation
- 6/28/2022 at 8:39AM from FCW to Complainant asking her to confirm if she wanted a two-hour visit by 11AM
- 6/29/2022 at 9:15AM from Complainant to FCW & Supervisor– Confirming her parenting time
- 6/29/2022 from FCW to Complainant & Supervisor - thanking Complainant for confirming her visit
- 8/2/2022 at 9:06AM – from Complainant to FCW confirming her visit
- 8/2/2022 at 9:18AM – from FCW to Complainant stating visit would be cancelled because she confirmed her visit at 9:06AM and to refer to the parenting time guidelines she had been given
- 8/2/2022 at 9:36AM – from Complainant to FCW stating that FCW must have forgotten about confirmation time changing to 10AM

- 8/2/2022 at 9:42AM – from Complainant to FCW and Supervisor stating that when visit times were at 12PM she had to confirm, but when they changed to 4PM FCW told her she had to confirm by 10AM
- 8/2/2022 at 9:46AM – from FCW to Complainant stating that just because the visit times changed, the confirmation time did not
- 8/2/2022 at 9:49AM – from Complainant to FCW stating FCW specifically told her that the confirmation time changed from 8AM to 10AM almost two months ago
- 8/2/2022 at 9:54AM – from Complainant to FCW & Supervisor stating her confirmation time is 10AM and she was not informed it had changed to 8AM
- 8/2/2022 at 10:03AM – from Supervisor to Complainant stating that confirmation time is and always has been 8AM and referred Complainant to her parenting time guidelines

On 8/8/2022 I received and reviewed the following emails forwarded from PM:

- 7/2/2022 at 5:59AM– from Complainant to FCW & Supervisor stating that she has not heard from FCW regarding a medical appointment for Youth A on 7/25/2022 and that she will plan on confirming by 10AM
- 7/2/2022 at 9:43AM from FCW to Complainant stating that Complainant can confirm attendance at the 7/25/2022 appointment by 10AM
- 7/25/2022 at 7:05AM from Complainant to FCW confirming her attendance at the medical appointment

On 8/11/2022 I emailed copies of the screenshots Complainant had forwarded to me showing that she had confirmed after 9AM for multiple visits starting 6/22/22 and leading up to the 8/2/22 visit which was cancelled due to her confirming after 8AM to FCW. FCW responded that she “must have let them slip, meaning I didn’t pay too much attention to the time in which she was confirming.”

FTM – I reviewed a copy of the Family Team Meeting Report from a 3/28/2022 FTM documenting the following:

- Parenting time is to take place Mondays & Wednesdays from 10-11AM until further notice
- Complainant is to confirm attendance at each parenting time by 8AM on the day of the visit
- Complainant will follow parenting time guidelines until further notice
- FCW will send Complainant parenting time guidelines by 4/11/2022

Parenting Time Guidelines – I reviewed the parenting time guidelines which included a statement that visits are Mondays and Wednesdays 10AM-11AM with a confirmation time of 8AM on the day of the visit. This was signed by Complainant 11/8/2021. No copy of the parenting time guidelines revised and provided to Complainant by 4/11/2022 was provided or located in the case file. Additionally, no revised parenting time guidelines reflecting the change in visitation time from the previous 10AM to the current 4PM and the time in which Complainant is to confirm her attendance was provided or located in the case file.

Allegation #2 - On 8/23/2022 I received an allegation from Complainant that she has been denied visits with Youth B for months without a court order to do so. Complainant alleged Foster Care Worker and Supervisor told her that there wasn't a court order for parenting time, but during a hearing last week, the referee indicated parenting time had been ordered.

Interviews

Complainant – On 9/22/2022 I interviewed Complainant by phone. She reported on 1/13/2022, upon termination of her parental rights of Youth B being overturned on 11/9/2021 following an appeal, the court ordered parenting time resume immediately. The order indicated these visits were to occur based on recommendations by Youth B's counselor. She reported she did not have her first visit with Youth B until 7/28/2022. Parent A provided the following timeline:

- 1/13/2022 – Parenting time ordered at counselor's recommendation; no parenting time initiated
- 2/17/2022 – Parenting time ordered, no longer requiring counselor's recommendation; no parenting time initiated
- 5/12/2022 - Complainant stated she asked Foster Care Worker and Supervisor several times when visits with Youth B. She stated that her questions were ignored until 5/12/2022 at which time Supervisor responded that she was waiting for counselor's approval to start parenting time.
- 6/17/2022 - Complainant asked again about parenting time and Supervisor responded that she needed the counselor's recommendation.
- 7/15/2022 - Complainant reached out again after which Supervisor responded that she was having a meeting with the therapist on the 7/17/2022.
- 7/19/2022 - Complainant reached out about the results of the 7/17/2022 meeting and Supervisor responded the agency was working on arranging visits.
- Complainant was told the visits would be once every 2 weeks at Youth B's counselor's office during the last 30 minutes of Youth B's session.
- 7/28/2022 – Complainant was given her first visit with Youth B, which was 30 minutes at the counselor's office.
- 2 weeks later - A second 30-minute visit took place at the counselor's office, but Complainant could not recall the date.
- 8/17/20202 – a hearing was held during which the referee was upset about the lack of parenting time and asked the agency staff what gave them the right to withhold Complainant's visits.
- 8/26/2022 – Complainant's first one-on-one parenting time with Youth B was scheduled to occur, but Youth B's caregiver, who is also Complainant's father, refused to bring Youth B to the visit. Complainant was able to have a Zoom meeting with Youth B that lasted a few minutes.

- 9/2/2022 – Complainant had her first supervised parenting time with Youth B at the agency, which lasted 1 hour.

Program Manager – On 8/30/2022 I interviewed Program Manager (PM) via Microsoft Teams. Program Manager stated there was a lot of confusion between what was written in the court orders and what was said in the court room regarding visitation. She stated the understanding was that the court had ordered visits at the discretion of and supervised by Youth B's therapist and the therapist supervised these visits for 30 minutes every week. PM stated she wasn't aware until recently that the visits were only 30 minutes. She stated these visits were not occurring consistently due to Youth B's caregiver, his maternal grandfather, not being consistent with bringing Youth B to the therapist appointment. PM stated during the August hearing, it was clarified by the referee that visits were not required to be supervised by the therapist and that they were to be occurring at a minimum of 2 hours per week. Since that time, there has been difficulty arranging visits as Youth B's caregiver refuses agency access to Youth B and refuses to allow visits. PM stated they are currently working with the GAL and the court regarding this issue and may have to involve law enforcement to ensure the caregiver allows the visits. PM stated she does not believe a parenting time exception was ever completed for this case and that they are discussing with staff the importance of closely reading every court order to ensure the parenting time that is ordered is being provided.

DOCUMENT REVIEW

Visitation Plan – I reviewed the visitation plan documented in MiSACWIS. The visitation plan was effective 11/9/2021- 8/11/2022 and states "no parental visitation without approval of therapist."

Court Orders – On 8/23/2022 I reviewed the court orders for Youth B in MiSACWIS. The orders regarding parenting time were as follows:

- 1/13/2022 – at the discretion of the child's counselor/therapist and supervised
- 2/17/2022 – parenting time ordered, unsupervised or supervised box not checked
- 6/17/2022 – prior orders remain in effect
- 7/13/2022 – parenting time is supervised
- 8/17/2022 - parenting time is supervised

Emails – On 8/24/2022 I received an email from Supervisor stating the court stated parenting time with therapist supervision was ordered two hearings ago and the GAL, Supervisor, FCW and therapist had a meeting during which it was agreed visits would take place 30 minutes every other week. Supervisor stated at the most recent hearing, the referee was upset that Complainant was not getting two hours a week parenting time and ordered the visits be at the agency moving forward due to the therapist not being able to supervise the amount of time needed.

On 8/25/2022 I received an email from FCW stating Youth B did not begin having parenting time until 7/28/2022 which took place the last half hour of his counseling session at his therapist office. She stated there was a lot of confusion as to how

parenting time should proceed. She reported at the 8/17/2022 hearing it was discussed that there was not a court order stating visits had to take place at the therapist office for half hour or that the therapist needed to be involved in the visits.

Case Contacts – On 8/30/2022 I reviewed case contact in Complainant's file regarding initiating parenting time between Youth B and Complainant:

- 6/28/2022 Email from FCW to Therapist – Youth was approved for supervised parenting time with Complainant
- 7/20/2022 Home visit with Caregiver, Youth B, and FCW. Caregiver notified that supervised parenting time with Complainant ordered. Caregiver stated, "that is not happening."
- 7/21/2022 FTM via Microsoft Teams occurred with GAL, FCW, Supervisor, Therapist and Complainant. Therapist spoke to Complainant about parenting time starting out as half hour every two weeks due to the newness of the visits. Complainant was upset that this time was not adequate. First visit to occur 7/28/2022.
- 8/25/2022 phone contact between DHHS Monitor and Caregiver. Caregiver concerned about emotional impact of visitation on Youth B and stating he wanted Zoom visits, starting after Youth B started school next week.
- 8/26/2022 Zoom parenting time between Youth B and Complainant.

APPLICABLE RULE	
R 400.12421	Visitation and parenting time.
	An agency shall have a policy regarding visitation and parenting time that contains, at a minimum, all of the following: (c) Provisions for visits between parents and children except where parental rights have been terminated or when there is a court determination that visits are detrimental to the child.
ANALYSIS:	Allegation #1: Complainant was denied a visit with Youth A on 8/2/2022 due to not confirming timely, despite having confirmed within the timeframe she had confirmed for the majority of her visits since 6/2/2022. Allegation #2: Complainant was not provided visitation with Youth B until 7 months after the court ordered visitation to occur.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
FOM 722-06I (p. 3 & 4)	MAINTAINING CONNECTIONS: PARENTING TIME, SIBLING VISITATIONS, AND CONTACT
	Frequency of In-Person Parenting Time The minimum frequency guidelines for in-person parenting time detailed below are to be followed immediately upon out-of-home placement, unless otherwise ordered by the court:

	<ul style="list-style-type: none"> • Newborn to age five: twice per week. <p>Duration Parenting time should be long enough to promote parent-child attachment. At a minimum, in-person parenting time should last for at least one hour. The duration of virtual parenting time may vary in accordance with the child's needs and development.</p> <p>Location Parenting time should occur in a child and family friendly setting conducive to normal interactions between the child and parent(s).</p> <p>In-Person Parenting Time Exceptions Families with children in foster care who have a goal of reunification must have in-person parenting time unless an approved exception exists. Exceptions to this requirement include: The court orders less frequent parenting time. • One or both parents cannot attend due to compelling circumstances such as hospitalization or incarceration. • The child is above the age of 16 and refuses to participate. • The parents are not attending despite the caseworker taking adequate steps to ensure the parents' ability to participate. Note: This exception must only be used when a parent is chronically and habitually missing parenting time. When this exception is used, the caseworker must document (in the case service plan) efforts to assist the parent in resolving the barriers to attending parenting time. Caseworkers must record all exceptions in MiSACWIS. Caseworkers must document all reasonable efforts to ensure in person parenting time in the case service plan. When an exception is recorded, the caseworker must review the child's permanency goal; see FOM 722-09A, Foster Care - Reunification Assessment. Exceptions must be reevaluated quarterly or anytime circumstances necessitate a change to the parenting time plan.</p> <p>DOCUMENTATION The frequency, location, duration, specific behavioral expectations, and other requirements for in-person and virtual parenting time described above must be documented in the parenting time plan. Parenting time and sibling contact must be documented in social work contacts; see FOM 722-06H, Case Contacts. Note: If in-person parenting time occurs less frequently than required in the Frequency of In-Person</p>
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	Parenting Time section of this item, the reasons must be documented in the parenting time plan.
ANALYSIS:	<p>Allegation #1: Parenting time was denied with Complainant's infant son on 8/2/2022, despite there being no updated parenting time plan that documented the accurate time and frequency of the visits and time in which Complainant was to confirm each visit.</p> <p>Allegation #2: When parenting time was initiated between Complainant and Youth B, the visits were not occurring at the required intervals as Youth B is below the age of 6 and parenting time was initially occurring for 30 minutes once every two weeks then once a week for one hour and there was no parenting time exception completed. Additionally, the location of the initial visits was at Youth A's counselor's office rather than a family friendly setting, despite there being no court order requiring visits to take place with the counselor.</p> <p>Neither of the parenting times that took place at the counselor's office were documented in case contacts, as required.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

Parent was not provided the accurate grievance procedure.

INVESTIGATION:

On 8/5/2022 during a phone interview with Complainant, she alleged that she has requested the grievance procedure from Foster Care Worker multiple times but has only been provided with a grievance procedure written for foster youth.

Interviews

Complainant – On 8/5/2022 I interviewed Complainant by phone. She reported whenever she has concern with FCW, she contacts Supervisor, then PM. She stated that her concerns are never resolved. She stated she has asked FCW multiple times for the agency's grievance procedure, but she has only been provided with a procedure that is intended for foster youth. When she told FCW she had sent Complainant the wrong procedure, FCW told her it was the only one the agency had.

Supervisor – On 8/8/2022 I interviewed Supervisor in-person at the agency. Supervisor reported Complainant has asked her in the past for the agency grievance procedure, which Supervisor gave her verbally over the phone.

Foster Care Worker - On 8/8/2022 I interviewed Foster Care Worker (FCW) in-person at the agency. FCW stated she has provided Complainant with the grievance

procedure many times. She stated that she has sent the same policy each time and last emailed it to Complainant in April and again in March. She stated the policy she sent is the only one FCW is aware of. FCW looked through her emails and located the last emails she sent to Complainant with the grievance procedure and forwarded those emails to PM.

Program Manager – On 8/8/2022 I interviewed Program Manager (PM) in-person at the agency. PM looked at the emails forwarded to her by FCW and stated the attached grievance procedure was an outdated document and was intended for foster youth. She stated although this policy was written for youth rather than parents, the steps to follow are the same. PM reported when a new case opens, each parent is provided with a handbook containing the current grievance policy. She stated Complainant would have received the handbook when her previous children's case opened, but she might not have received it when Youth A's case opened. On 8/30/2022 I spoke with PM via Microsoft Teams. She confirmed Complainant had not received a copy of the parent handbook when Youth A came into care as those are automatically generated when a youth enters foster care and, in this case, Youth A was placed directly with dad, so the packet was not automatically generated. PM stated this practice has now been changed so the packet gets generated even when a youth is placed in a parent's home.

DOCUMENT REVIEW

Birth Parent Handbook – On 8/8/2022 I received and reviewed a copy of the Birth Parent Handbook from PM which includes the steps of the grievance procedure/problem resolution process. The handbook I was provided was not signed by Complainant.

APPLICABLE RULE	
FOM 722-06J P. 2	Concerns/ Grievance Process
	The caseworker must provide a copy of the supervising agency's grievance policy to the child, parent, or caregiver, with the DHS5307, at the initial discussion and annually thereafter. If a child, parent, or caregiver expresses concern about a child's rights, the caseworker and/or supervisor must assist in resolving those concerns. If a consensus is not reached, the caseworker must assist the child, parent, or caregiver in following the agency's grievance procedure. If the agency is unable to resolve the concerns, the child, parent, or caregiver can contact the MDHHS Office of Family Advocate at 517-241-9894.

ANALYSIS:	Complainant was not provided with the applicable grievance procedure, despite having requested it multiple times. Foster Care Worker provided her with an outdated and inaccurate procedure.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED Renewal Inspection 4/22/2022, CAP Approved 5/4/2022

ALLEGATION:

The agency did not have adequate space for parenting time.

INVESTIGATION:

On 8/5/2022 during a phone interview with Complainant, she alleged that she had a parenting time visit with Youth A on 8/4/2022 during which the agency did not have a room available for the visit, so she had to visit with and breastfeed her child in a storage room.

Interviews

Complainant – On 8/5/2022 I interviewed Complainant by phone. Complainant reported when she arrived for her visit on 8/4/2022 the person supervising the visit stated there was no room available for Complainant and Youth A. Complainant stated she ended up having to complete her parenting time and breast feed her baby in a storage room at the agency.

Supervisor – On 8/8/2022 I interviewed Supervisor in-person at the agency. Supervisor reported she had not heard that there was no room available for Complainant's visit but knows that the visit occurred.

Foster Care Worker - On 8/8/2022 I interviewed Foster Care Worker (FCW) in-person at the agency. FCW reported she was not at the agency for the 8/4/2022 parenting time, but it was held.

Program Manager – On 8/8/2022 I interviewed Program Manager (PM) in-person at the agency. PM stated she had not been told by the person supervising Complainant's visit that there had not been a room available to her but stated that she would follow-up and let me know.

Foster Care Worker 2 – On 9/30/2022 I interviewed Foster Care Worker 2 by phone. She reported she supervised the visit during which Complainant had to utilize the staff breastfeeding room. Foster Care Worker 2 stated visits were "overscheduled," and the 3 main visitation rooms were being utilized by other families. Foster Care Worker 2 offered Complainant the use of the staff breastfeeding room, which Complainant said was fine. Foster Care Worker 2 stated there were baby items in the room that she has to move around, but they were items Complainant could have utilized during her visit. Foster Care Worker stated the visit only lasted 30-45 minutes, which was the planned timeframe and Complainant held and breastfed her child throughout the visit. Foster Care Worker 2 stated the room

was appropriate for the visit and Complainant did not complain to her about the room.

DOCUMENT REVIEW

On 8/10/2022 I received an email from PM stating on 8/4/2022 there were no visit rooms available; however, Complainant utilized the staff breastfeeding room for her parenting time. PM attached pictures to the email which depicted a room containing the following:

- Couch
- Chairs
- Footstools
- Bookshelf
- baby swing
- Baby toy
- Car seats
- portable highchair/booster seat stacked on one of the chairs

APPLICABLE RULE	
R 400.12204	Facilities.
	(1) An agency shall provide and maintain sufficient office space, equipment, and supplies to ensure the delivery of services.
ANALYSIS:	The agency provided adequate space in which Complainant had parenting time with Youth A.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

While reviewing the case record, it was discovered that an FTM reported to have been held was not documented as required.

INVESTIGATION:

DOCUMENT REVIEW

Emails – On 8/24/2022 I received an email from Supervisor stating FCW and therapist had a meeting during which parenting time between Youth B and Complainant was discussed.

Case Contacts – On 8/30/2022 I reviewed case contact in Complainant's file regarding initiating parenting time between Youth B and Complainant:

- 7/21/2022 FTM via Microsoft Teams occurred with GAL, FCW, Supervisor, Therapist and Complainant. Therapist spoke to Complainant about parenting

time starting out as half hour every two weeks due to the newness of the visits. Complainant was upset that this time was not adequate. First visit to occur 7/28/2022.

FTM Documentation – I reviewed Complainant's case in MiSACWIS and did not locate any documentation of an FTM in the required section of the file that was documented within case contacts to have occurred on 7/21/2022.

APPLICABLE RULE	
FOM 722-06B	FAMILY TEAM MEETING
	Documentation The DHS-1105, Family Team Meeting Report, is used to capture family demographics, FTM logistical information, needs, strengths, action steps, safety concerns and the safety plan, and any recommendations made for the family during the FTM. The DHS-1105, FTM Report, must be completed for every FTM. The caseworker must enter the FTM information in MiSACWIS using the FTM hyperlink within 7 business days of the FTM.
ANALYSIS:	An FTM that reportedly occurred on 7/21/2022 was not entered in the FTM hyperlink, nor was a completed DHS-1105 uploaded.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED Renewal 4/22/2022, CAP Approved 5/4/2022 Interim 4/19/2021, CAP approved 5/14/2021 SIR 2022C0444005 2/28/2022, CAP approved 4/6/2022

IV. RECOMMENDATION

Upon receipt of an acceptable CAP, I recommend no change in the license status.

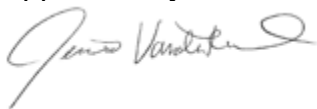


September 30, 2022

Holly Austin
Licensing Consultant

Date

Approved By:



October 5, 2022

Jessica VandenHeuvel
Area Manager

Date

