



GRETCHEN WHITMER
GOVERNOR

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

ELIZABETH HERTEL
DIRECTOR

February 03, 2022

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

RE: License #: CB040201041
Investigation #: 2022C0106002
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.
- For repeat violations, why the prior corrective action plan did not result in compliance.
- 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 at (616) 552-3662.

Sincerely,

A handwritten signature in black ink that reads "Mark Hunter". The signature is written in a cursive, slightly slanted style.

Mark R. Hunter, Licensing Consultant
MDHHS\Division of Child Welfare Licensing
411 Genesee
P.O. Box 5070
Saginaw, MI 48605
(989) 395-2847

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	CB040201041
Investigation #:	2022C0106002
Complaint Receipt Date:	12/02/2021
Investigation Initiation Date:	12/02/2021
Report Due Date:	01/31/2022
Licensee Name:	Child Family Services of NE Mich
Licensee Address:	1044 US-23 N Alpena, MI 49707
Licensee Telephone #:	Unknown
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:	12/21/2020
Expiration Date:	12/20/2022
Capacity:	Unknown
Program Type:	CHILD PLACING AGENCY, PRIVATE

II. ALLEGATION(S)

	Violation Established?
Parent is not being given the opportunity to make medical decisions for youth in care as required.	Yes
Staff 1 was not maintaining adequate communication with the parents to facilitate scheduling of parenting time.	No
Additional Findings: <ul style="list-style-type: none">• ISEP 4.22 – Maintenance Medical Passport Documentation• DHHS Policy FOM 801 – Medical Passport information to parents• R 400.12418(2)(b) – Service Plan Development• R 400.12405(5) – Change in Placement	Yes

III. METHODOLOGY

12/02/2021	Special Investigation Intake 2022C0106002
12/02/2021	Special Investigation Initiated - Telephone Telephone interview with complainant.
01/19/2022	Contact - Telephone call made Video interview with Administrator 1 and Staff 1.
01/25/2022	Contact - Document Received Received requested information from Staff 1.
01/26/2022	Inspection Completed-BCAL Sub. Compliance
01/28/2022	Exit Conference Exit Conference with Administrator 1.

ALLEGATION:

Parent is not being given the opportunity to make medical decisions for youth in care as required.

INVESTIGATION:

I interviewed Mother 1 by telephone on 12/02/2021. During the interview Mother 1 reported she did not think the agency was keeping the parents involved and informed regarding any medical circumstances with the children including the obtaining of immunizations as determined by Mother 1's understanding of court orders. Mother 1 stated the parents were to be informed of any medical appointments prior to the appointment so that the parents could participate/be included in the appointment.

I reviewed the court order dated 09/16/2021. This order stated the parents were to have full access to the children's mental and physical medical appointments and be informed of dates and times at least 48 hours before the appointment ***except for emergencies.***

I interviewed Staff 1 and Administrator 1 remotely on 01/19/2022. Staff 1 stated there were times when the children were taken for care for emergent circumstances, and it was not possible to contact the parents in advance. Staff 1 stated there were also situations when the doctor's office or walk in clinic would only allow the current caregiver to go back with the child since the current caretaker would be the best source to know why the child was brought for treatment.

A review of the Medical Passport in the MISACWIS system did not include documentation that Mother 1 was informed of all medical appointments. This was determined through the lack of documentation and absence of parental signatures of Mother 1.

My review of the text messages provided by Staff 1 included a number of texts associated with the issue of medical care, treatments, and immunizations. A number of texts reflected Mother 1's dissatisfaction with being informed about medical care and immunizations after the fact, rather than having the opportunity to determine the medical care provided.

APPLICABLE RULE	
FOM 801-01	HEALTH REQUIREMENTS
	<p><u>Caseworker Role</u></p> <p>At all times, while the child remains under court wardship and MDHHS supervision, regardless of placement setting, the caseworker must assess and document the child's current health status. The caseworker must:</p> <ul style="list-style-type: none"> • Actively engage and support the parent/legal guardian in meeting the child's medical, dental, developmental, and mental health needs. • Monitor and encourage parental involvement in the child's health care treatment and services. • Notify and assist parent in fully participating in all health care appointments. • Notify and inform the parent/legal guardian of changes in the child's health status and follow-up treatment recommended or required by health care providers in a timely manner. • Encourage and assist facilitation of all routine medical and dental care, including the required initial, periodic, and yearly medical and dental exams. Assist parent/legal guardian with resolving barriers and challenges arising from child's health needs. • Document medical, dental, developmental, and mental health conditions, appointments, services and treatment in case service plans, medical passport and within the Health Profile section of Michigan Statewide Automated Child Welfare Information System (MiSACWIS).
ANALYSIS:	Documentation, or lack thereof, along with text messages from indicate Mother 1 was not actively engaged and supported in attending and participating in the medical care of her children
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

Staff 1 was not maintaining adequate communication with the parents to facilitate scheduling of parenting time.

INVESTIGATION:

I interviewed Mother 1 by telephone on 12/2/2021. Mother 1 reported there had been initial problems with scheduling parenting time with her children in placement

following their initial placement on 09/09/2021. Mother 1 stated parenting time is currently being scheduled and any previous loss of parenting time has been made up. Mother 1 reported part of the issue affecting parenting time was the need to do some of time remotely through video calls and dealing with technology issues and coordinating activities associated with the parties involved.

I interviewed Staff 1 and Administrator 1 remotely on 01/19/2022. Staff 1 stated the parents were able to have any loss in parenting time made up. Staff 1 described the parents as difficult to work with at times, but the parents maintained involvement in the process and the children were recently returned to the parental home on 01/13/2022.

Staff 1 submitted text messages between herself and Mother 1 that occurred in addition to the other social work contacts that were available for review in MISACWIS. The children were in care from 09/09/2021 to 01/13/2022 which is a total of 126 days and there were in excess of 151 text messages between Staff 1 and the parents.

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:	There were barriers in coordinating visitation services, but the agency was cooperative with the parents to make up any visitation that was not able to be completed due to emergent circumstances. Mother 1 confirmed at the time of my interview that any missed parenting times had been made up.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
FOM 722-06H	CASE CONTACTS
	<p><u>Telephone Contacts</u></p> <p>The caseworker must have two telephone contacts with the legal parent or guardian in the first month after initial placement and telephone contact as needed in each subsequent calendar month, if the legal parent or guardian has a telephone.</p> <p>Note: Telephone contact includes text messaging, instant messaging, and video conferencing.</p>
ANALYSIS:	There was extensive contact/communication between Staff 1 and the parents of the children in care, verified through interviews and review of text messages.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

The children were returned to the parental home on 01/13/2022. My review of the MISACWIS information system at the time of this investigation did not locate the required information to document this change in placement as required by R 400.12405.

APPLICABLE RULE	
R 400.12405	Change of placement.
	<p>(5) If an agency is no longer providing services to the child in a foster home, then both of the following shall be documented before a change in placement:</p> <p>(a) A summary of the services provided during care up to the time of the change in placement and the needs that remain to be met.</p> <p>(b) Provision for any continuing services.</p>
ANALYSIS:	The children were returned to the parental home on 01/13/2022. My review of the MISACWIS information system at the time of this investigation did not locate the required information to document this change in placement as required.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

My review of the MISACWIS information system at the time of this investigation indicated the Updated Service Plan that was due 01/06/2022 was marked as being In Progress indicating it was not completed timely. It was also noted that Parent/Agency agreements were not signed by the parents indicating their level of participation/agreement in the identification of needs and services to meet the needs of the family. At the time of my interview with Staff 1 and Administrator 1 they reported the parents were not cooperative/willing to sign as they disagreed with the plan and would not sign the document even though there is an opportunity for the parents to note that disagreement and still sign the document.

APPLICABLE RULE	
R 400.12418	Development of service plans.
	(2) An agency shall complete written service plans for each child and parent or parents, as follows: (b) Within 120 calendar days after the initial removal and at least once every 90 calendar days thereafter.
ANALYSIS:	The Updated Service Plan due 01/06/2022 was not completed timely as noted above. The Parent/Agency Treatment plans lacked any parental signatures or notations as to why the signatures were not provided/included.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS

INVESTIGATION:

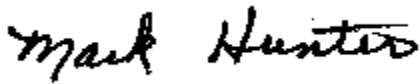
A review of the Medical Passport in the MISACWIS system did not include documentation that Mother 1 was informed of all medical appointments. This was determined through the lack of documentation and absence of parental signatures of Mother 1. The information on the medical passport did not contain updated medical information and was lacking signatures as required.

My review of the text messages provided by Staff 1 included a number of texts associated with the issue of medical care, treatments, and immunizations. A number of texts reflected Mother 1's dissatisfaction with being informed about medical care and immunizations after the fact, rather than having the opportunity to determine the medical care provided.

APPLICABLE RULE	
DHHS Policy FOM-801	Medical Passport Maintenance
	An updated medical passport is provided to: <ul style="list-style-type: none"> • Legal parents, if the child is a temporary court ward. <ul style="list-style-type: none"> - Quarterly. - At reunification.
ANALYSIS:	A review of the Medical Passport information indicated the information was not current with all of the medical care that was reported to be provided. The Medical Passport also did not have signatures of parents or third-party caregivers to indicate their receipt of the information.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend with the submission and acceptance of an approved corrective action plan the current license status of this child placing agency-private be maintained.



02/01/2022

Mark R. Hunter
Licensing Consultant

Date

Approved By:



February 3, 2022

Claudia Triestram
Area Manager

Date