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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ROBERT GORDON
DIRECTOR

February 11, 2020

Sherry Thomas-Cloud
Family & Children Services
1638 Lake Street
Kalamazoo, MI 49001

RE: License #: CB390201118
Investigation #: 2019C0212040
Family & Children Services Inc.

Dear Ms. Thomas-Cloud:

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 local office at (866) 685-0006.

Sincerely,

A handwritten signature in dark ink, appearing to read "Heather Reilly". The signature is written in a cursive, flowing style.

Heather Reilly, Licensing Consultant
MDHHS\Division of Child Welfare Licensing
22 Center Street
Ypsilanti, MI 48198
(734) 660-8309

enclosure

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

I. IDENTIFYING INFORMATION

License #:	CB390201118
Investigation #:	2019C0212040
Complaint Receipt Date:	07/24/2019
Investigation Initiation Date:	07/31/2019
Report Due Date:	09/22/2019
Licensee Name:	Family & Children Services
Licensee Address:	1638 Lake Street Kalamazoo, MI 49001
Licensee Telephone #:	Unknown
Administrator:	Sherry Thomas-Cloud, Designee
Licensee Designee:	Sherry Thomas-Cloud, Designee
Name of Facility:	Family & Children Services Inc.
Facility Address:	1608 Lake Street Kalamazoo, MI 49001
Facility Telephone #:	(269) 344-0202
Original Issuance Date:	03/01/1991
License Status:	REGULAR
Effective Date:	02/13/2019
Expiration Date:	02/12/2021
Capacity:	Unknown
Program Type:	CHILD PLACING AGENCY, PRIVATE

II. ALLEGATION

Violation Established?	
It was reported that agency staff accessed unauthorized MiSACWIS records. The staff is a foster parent at another agency and accessed her foster child's information.	Yes

III. METHODOLOGY

07/24/2019	Special Investigation Intake 2019C0212040
07/24/2019	Contact - Document Sent Email sent to agency Administrator
07/31/2019	Special Investigation Initiated - Letter
08/19/2019	Contact - Document Sent An email was sent to follow-up on the 7/12/19 DTMB audit request
09/12/2019	Contact- Document Sent An email was sent to Compliance regarding the DTMB audit request.
11/08/2019	Contact - Document Sent An audit request was sent to DTMB
10/30/2019	Contact - Document Sent Email with agency Administrator
02/04/2020	Contact - Document Sent A follow up was sent to DTMB for an audit request update
02/04/2020	Exit Conference
02/04/2020	Inspection Completed-BCAL Sub. Compliance

ALLEGATION:

It was reported that agency staff accessed unauthorized MiSACWIS records. The staff is a foster parent at another agency and accessed her foster child's information

INVESTIGATION:

On 7/12/19 DCWL was informed of a MiSACWIS data breach by Staff 1. The breach was self-reported by the agency, to MDHHS Compliance Office. It was reported that Staff 1 is a licensed foster parent at another agency. While working for Family & Children's Services, Staff 1 used her MiSACWIS access to obtain information about a foster child placed in her home. Staff 1 has since been removed from her position at the agency. The MDHHS Compliance Office requested a user access audit from the Department of Technology, Management, and Budget, to determine exactly what information was accessed and address any privacy concerns.

Administrator

The Administrator was notified of the investigation regarding Staff 1 accessing MiSACWIS information that she was not authorized to access. The Administrator was informed that an audit from DTMB was requested to review exactly what information was accessed by Staff 1.

The Administrator reported that the agency filed the report with the compliance office and provided the required information. This report was filed as Staff 1 admitted to accessing the information.

On 9/12/19 the Compliance Office was contacted for an update on the DTMB audit. On 10/29/19 the agency Administrator was contacted for additional information and informed that the DTMB audit needed to be requested again. The request was submitted to DTMB on 11/8/19. As of 2/4/20, the audit results have not been received. DTMB was contacted and an updated requested.

APPLICABLE RULE	
Contract 2.16	Private agency MISACWIS
	The contractor shall ensure that private agency staff has access to the Michigan Statewide Automated Child Welfare Information System (MiSACWIS) through a web-based interface, henceforth referred to as the "MiSACWIS application." The Contractor shall ensure that staff follow the MiSACWIS requirements for CPA contracts which are found at https://www.michigan.gov/documents/dhs/Private_Agency_MiSACWIS_for_CPA_Contracts_464663_7.pdf

ANALYSIS:	The agency is found to be in violation of this policy due to Staff 1 accessing MiSACWIS records that she did not have authorization for, as reported by the Administrator. Should the audit results from DTMB have any information that would change the findings of this investigation, an addendum will be completed.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an approved corrective action plan, the recommendation is to continue the regular status license.



Heather Reilly
Licensing Consultant

February 5, 2020
Date

Approved By:



Claudia Triestram
Area Manager

February 10, 2020
Date