



GRETCHEN WHITMER  
GOVERNOR

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

ROBERT GORDON  
DIRECTOR

October 27, 2020

Robert Powell  
Family Services & Children's Aid - Jackson County  
PO Box 6128  
330 West Michigan Ave.  
Jackson, MI 49204

RE: License #: CB380201116  
Investigation #: 2020C0207039  
Family Service & Children's Aid - Jackson County

Dear Mr. Powell:

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 black ink, appearing to read 'Kari Muntean', with a long horizontal flourish extending to the right.

Kari Muntean, Licensing Consultant  
MDHHS\Division of Child Welfare Licensing  
22 Center Street  
Ypsilanti, MI 48198  
(734) 395-0920

enclosure

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

**I. IDENTIFYING INFORMATION**

|                                       |   |
|---------------------------------------|---|
| <b>License #:</b>                     | CB380201116                                       |
| <b>Investigation #:</b>               | 2020C0207039                                      |
| <b>Complaint Receipt Date:</b>        | 08/24/2020  |
| <b>Investigation Initiation Date:</b> | 08/24/2020  |
| <b>Report Due Date:</b>               | 10/23/2020  |
| <b>Licensee Name:</b>                 | Family Services & Children's Aid - Jackson County |
| <b>Licensee Address:</b>              | 330 West Michigan Ave<br>Jackson, MI 49204        |
| <b>Licensee Telephone #:</b>          | Unknown   |
| <b>Administrator:</b>                 | Robert Powell, Designee                           |
| <b>Licensee Designee:</b>             | Robert Powell, Designee                           |
| <b>Name of Facility:</b>              | Family Service & Children's Aid - Jackson County  |
| <b>Facility Address:</b>              | 330 W Michigan<br>Jackson, MI 49204               |
| <b>Facility Telephone #:</b>          | (517) 787-7920                                    |
| <b>Original Issuance Date:</b>        | 06/01/1991  |
| <b>License Status:</b>                | REGULAR   |
| <b>Effective Date:</b>                | 07/01/2019  |
| <b>Expiration Date:</b>               | 06/30/2021  |
| <b>Capacity:</b>                      | Unknown   |
| <b>Program Type:</b>                  | CHILD PLACING AGENCY, PRIVATE                     |

## II. ALLEGATION(S)

|  | Violation Established? |
|--|------------------------|
| Resident was brought to the Emergency Room (ER) by police after she attempted to run in traffic. Since resident is a minor, a guardian must be present while in the ER. Agency staff was aware, but they were unable to stay with resident in the ER until placement could be secured. Log ID 73035710 | Yes                    |

## III. METHODOLOGY

|            |   |
|------------|---|
| 08/24/2020 | Special Investigation Intake<br>2020C0207039  |
| 08/24/2020 | Special Investigation Initiated - Telephone<br>Call to complainant.   |
| 08/25/2020 | Contact - Document Received<br>MiSACWIS case information reviewed. Agency licensing history reviewed in BITS.   |
| 08/25/2020 | Contact - Document Sent<br>Emails exchanged with the agency Foster Care Supervisor, Chief Administrator, and Chief Program Officer.   |
| 08/26/2020 | Contact - Telephone call made<br>Conference call with Foster Care Supervisor, Chief Administrator, and Chief Program Officer. The assigned Foster Care Worker is on vacation. |
| 08/26/2020 | Contact - Document Received<br>Email from Foster Care Supervisor. Documentation received.   |
| 08/26/2020 | Contact - Document Received<br>Emails exchanged with the Chief Administrator.   |
| 08/28/2020 | Contact - Document Sent<br>Emails exchanged with Foster Care Supervisor.  |
| 09/15/2020 | Contact - Document Received<br>MiSACWIS review of case information.   |
| 10/21/2020 | Contact - Document Sent<br>Email to Foster Care Worker.   |

|            |   |
|------------|---|
| 10/21/2020 | Contact – Telephone call made<br>Interview with Foster Care Worker. |
| 10/27/2020 | Exit Conference   |

## **ALLEGATION:**

Resident was brought to ER by police after she attempted to run in traffic. Since resident is a minor, a guardian must be present while in the ER. Agency staff was aware, but they were unable to stay with resident in the ER until placement could be secured.

## **INVESTIGATION:**

This complaint was transferred from Centralized Intake to the Division of Child Welfare Licensing for investigation. The complaint noted the following,

Youth A (14) is a foster youth. The Foster Care Worker is a foster care case manager from Family Service and Children's Aid in Jackson County. Youth A was placed from Henry Ford Allegiance (Jackson) to Glens House crisis residential (Kalamazoo) on Friday 8/21/20. On 8/22/20, Youth A eloped from Glens House and was brought to the ER by police after she attempted to run in traffic. The Foster Care Worker did briefly come to the ER, but left yesterday around 6 PM. She was told that since the patient is a minor, a guardian must be present throughout her stay in the ER. The Foster Care Worker acknowledged that, but stated their agency is not equipped to staff someone in an ER 24/7. She did offer that the on-call foster care worker would be available at any time to return to sign paperwork, etc. The Foster Care Worker stated that she or her supervisor had reached out to Jackson Co. CPS in regard to getting someone here with the patient, but still today no one is here with this minor. The foster care agency is aware that Youth A is not safe to leave the ER, but they are unable to stay with Youth A in the ER until placement can be secured.

The complainant was not available, however, complainant 2 was familiar with this case and was able to verify information. Complainant 2 was then interviewed via phone on 08/24/20 and confirmed the information in the allegations. The complainant reported that the agency staff was there at the time of the call on 08/24/20 and had been there since the night before.

I interviewed the Supervisor, Director, and Chief Administrator via phone conference on 08/26/20. The Foster Care Worker was on unrelated planned leave during this time. The Supervisor reported that Youth A was placed at the hospital on 08/22/20 and the Foster Care Worker was present at the hospital. While at the hospital, Youth A was destructive at the hospital (destroyed property and broke a corner molding off and was hitting herself with it) and exhibiting self-harm. The hospital staff then chemically restrained Youth A and put her in restraints. The Supervisor reported that

the Foster Care Worker stayed at the hospital and sat with Youth A while she was asleep until she left from the hospital. The Supervisor reported that the Foster Care Worker left contact numbers with the hospital staff in case they needed to reach someone. During the time after the Foster Care Worker left the hospital on the evening of 08/22/20, until approximately 8:30pm on 08/23/20, the Supervisor reported that she was in contact with the hospital and also spoke with Youth A and no one from the hospital told her that a staff was needed at the hospital. Per the Supervisor, Chief Administrator, and Director, the Supervisor went up to the hospital at about 10:30pm on 08/23/20 and there has been staff there since that time. The Chief Administrator reported frustration with the hospital staff for their lack of communication on this.

I interviewed the Foster Care Worker via phone on 10/21/20. The Foster Care Worker reviewed this incident and reported that Youth A was at the hospital and the Foster Care Worker was present. Per the Foster Care Worker, Youth A was chemically restrained to keep her calm and was in a locked room for security and safety after she was acting out and self-harming at the hospital. The Foster Care Worker noted that Youth A was sleeping, and the Foster Care Worker attempted to speak with the hospital social worker who was unavailable for a long period. The Foster Care Worker reported that she provided the hospital social worker phone numbers for the on-call worker and the Supervisor and then left the hospital. This was after Youth A was sleeping and the hospital social worker confirmed there were no forms to be signed. The Foster Care Worker confirmed that the hospital staff told her that a staff from the agency needed to be at the hospital with Youth A, but the Foster Care Worker told the hospital that the agency did not have the staff to provide 24/7 staffing. The Foster Care Worker said that she did not know what transpired after that as she was on a planned leave.

Documentation reviewed is as follows with applicable information noted:

- MiSACWIS case information inclusive of social work contacts
- Emergency staff coverage for Youth A at the hospital provided by the Supervisor

| <b>APPLICABLE RULE</b> |  |
|------------------------|--|
| <b>R 400.12207</b>     | <b>Staff responsibilities.</b>   |
|                        | <p>(3) An agency shall require that social service workers be directly responsible for all of the following activities:</p> <p>(a) Placing and supervising children in out-of-home care. Social service workers shall work directly with the children, their families, and other relevant individuals and be primarily responsible for the development, implementation, and review of service plans for the children and their families.</p> |

|                    |   |
|--------------------|---|
| <b>ANALYSIS:</b>   | The agency is in violation of the rule as the Foster Care Worker left Youth A at the hospital without staff supervision after being directly told by the hospital that an agency staff was required to be there. The youth was not admitted to the hospital at that time, and this did not demonstrate sufficient supervision or collaboration with other individuals involved with the child's case. |
| <b>CONCLUSION:</b> | <b>VIOLATION ESTABLISHED</b>  |

#### IV. RECOMMENDATION

Based on the findings in this investigation, I recommend no change to the current license status. This recommendation is contingent on the agency submitting an acceptable corrective action plan for the noted violation.



October 22, 2020

Kari Muntean  
Licensing Consultant

Date

Approved By:



October 26, 2020

Claudia Triestram  
Area Manager

Date