



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

ELIZABETH HERTEL  
DIRECTOR

November 9, 2021

Bruce Mossburg  
Bethany Christian Services - Refugee Program  
1050 36th St S.E. Ste 400  
Grand Rapids, MI 49508

RE: License #: CB410200974  
Investigation #: 2022C0212001  
Bethany Christian Services - Refugee Program

Dear Mr. Mossburg:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 my Area Manager, Jessica VandenHeuvel, at (616) 204-6992.

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**

|                                       |   |
|---------------------------------------|---|
| <b>License #:</b>                     | CB410200974   |
| <b>Investigation #:</b>               | 2022C0212001  |
| <b>Complaint Receipt Date:</b>        | 11/01/2021  |
| <b>Investigation Initiation Date:</b> | 11/01/2021  |
| <b>Report Due Date:</b>               | 12/31/2021  |
| <b>Licensee Name:</b>                 | Bethany Christian Services Inc                      |
| <b>Licensee Address:</b>              | 901 Eastern Avenue NE<br>Grand Rapids, MI 49503     |
| <b>Licensee Telephone #:</b>          | (616) 224-7610                                      |
| <b>Administrator:</b>                 | George Tyndall, Designee                            |
| <b>Licensee Designee:</b>             | George Tyndall, Designee                            |
| <b>Name of Facility:</b>              | Bethany Christian Services - Refugee Program        |
| <b>Facility Address:</b>              | 1050 36th St S.E. Ste 400<br>Grand Rapids, MI 49508 |
| <b>Facility Telephone #:</b>          | (616) 224-7540                                      |
| <b>Original Issuance Date:</b>        | 07/01/1992  |
| <b>License Status:</b>                | REGULAR   |
| <b>Effective Date:</b>                | 10/19/2020  |
| <b>Expiration Date:</b>               | 10/18/2022  |
| <b>Capacity:</b>                      | Unknown   |
| <b>Program Type:</b>                  | CHILD PLACING AGENCY, PRIVATE                       |

## II. ALLEGATION

|  | Violation Established? |
|--|------------------------|
| Youth eloped from Michigan to New York. The foster care worker did not know the youth was missing for 10 days. | No                     |
| Additional Findings  | Yes                    |

## III. METHODOLOGY

|            |  |
|------------|--|
| 11/01/2021 | Special Investigation Intake<br>2022C0212001   |
| 11/01/2021 | Special Investigation Initiated - Telephone<br>Phone call and email with CA                              |
| 11/01/2021 | Contact - Telephone call made<br>Phone call to complainant. Not available.                               |
| 11/03/2021 | Contact - Telephone call made<br>Consult with DCWL Manager and facility's assigned DCWL Field Consultant |
| 11/03/2021 | Contact - Telephone call made<br>Phone interview with agency's program manager                           |
| 11/03/2021 | Contact - Telephone call made<br>Phone interview with Foster Care Worker                                 |
| 11/03/2021 | Contact - Telephone call made<br>Pre-exit with DCWL Manager  |
| 11/04/2021 | Contact - Telephone call made<br>Pre-exit with Program Manager   |
| 11/08/2021 | Contact - Document sent<br>Preliminary findings sent to Chief Administrator and Program Manager          |

### ALLEGATION:

Youth eloped from Michigan to New York. The foster care worker did not know the youth was missing for 10 days.

### INVESTIGATION:

On 11/01/21 DCWL received an allegation that a Youth placed through this agency eloped and went to New York without the worker's knowledge. The Youth went to a hospital emergency room in New York on 10/29/21, as he was not feeling well. The Youth did not have any injuries. The Youth reported to the hospital that he was visiting his uncle, however that information could not be verified. The hospital determined the Youth was from Michigan and had been AWOL for approximately 10 days. Law Enforcement was called to the hospital and provided supervision to the youth. The foster care worker was contacted and made arrangements to fly to New York to escort the Youth back to Michigan.

A follow-up phone call to the source was attempted on 11/1/21. However, they were unavailable.

### **Chief Administrator(CA)**

On 11/1/21 the CA was contacted and notified of the allegations. The CA provided contact information for the foster care worker and supervisor.

### **Case file review**

On 11/1/21 the Youth's case file was reviewed in MiSACWIS. The Youth was placed in an apartment as an Independent Living placement on 7/6/21 as an Unaccompanied Refugee Minor (URM). Home visits and phone contact occurred monthly between the Youth and the Foster Care Worker (CM) through September as required. October contacts were not entered at the time of the file review. In addition, it was noted that some contacts were entered into MiSACWIS outside of the timeframe required by the MDHHS contract.

- 7/16/21 FCW and youth texted throughout the week.
- 7/16/21 FCW and youth texted throughout the week regarding food card.
- 7/20/21 (entered 8/26/21) FCW was able to visit the youth's home.
- 8/02/21 (entered 8/16/21) Youth was picked up for court by FCW.
- 8/14/21 FCW and youth have been communicating via text message.
- 8/16/21 FCW met with youth to drop of check.
- 8/24/21 FTM with youth
- 8/24/21 (entered 10/5/21) FCW went to youth's new placement.
- 9/16/21 Youth contacted FCW about check.
- 9/19/21 Contacted Youth via WhatsApp about school. No response.
- 9/23/21 (entered 10/19) HV with youth and translator.
- 9/24/21 Text with Youth about him not attending school.

### **Program Manager (PM)**

On 11/3/21 the agency Program Manager was interviewed by phone. The PM reported the Youth has returned to Michigan and is in good health.

Regarding contacts in MiSACWIS the PM stated that a visit with the youth occurred on 9/10/21, 9/23/21, 10/8/21 and an attempted visit on 10/29/21. These visits have now been entered into MiSACWIS. The PM reported the attempted visit on 10/29/21 was due to the FCW planning to take the Youth for a dental appointment. The FCW had confirmed by text on 10/26/21 that she would pick the Youth up on 10/29/21. The FCW arrived at the apartment and the Youth was not present. The FCW attempted to text the youth, but he did not answer. The PM confirmed the Youth is not living in staff supported IL housing. The Youth lives on his own, with a peer.

The PM was informed that several face-to-face contacts in MiSACWIS appear to have been entered late. The PM reported to be aware of this issue and stated the agency is addressing it. The PM explained they have two staff on maternity leave, which has caused remaining staff to cover their workloads. Staff have tried to be on top of it, but timely contact entry continues to be something they have difficulty with.

**Foster Care Worker (FCW)**

On 11/3/21 a phone interview occurred with the FCW. The FCW reported receiving the case in August 2021. The FCW stated that home visits have been completed monthly as required, in addition to frequent texts and phone calls. Some contacts were entered late, but everything is now up to date in MiSACWIS.

The FCW reported texting with the Youth on 10/26/21. At that time, the Youth asked if he could travel to New York. The FCW checked with her supervisor and told the Youth he would need to provide an address and the name of the person he would be visiting, before going. The Youth seemed to understand and provided some information. The worker told the Youth that approval would be needed before traveling. The Youth never responded. Therefore, the FCW never knew the Youth left. The FCW reported she became aware the Youth was in New York on 10/29/21. The Youth later reported that he arrived in New York on 10/25/21.

**MiSACWIS review**

On 11/4/21 newly entered contacts in MiSACWIS were reviewed and the following was noted:

- 10/08/21 (entered 11/2/21) home visit with the Youth
- 10/26/21 Text with youth
- 10/29/21 Attempted announced HV- Youth was not present.
- 10/29/21 Received a phone call that the Youth was in a hospital in New York.
- 11/01/21 FCW visited youth's residence for a home visit.

| <b>APPLICABLE RULE</b> |   |
|------------------------|---|
| <b>R 400.12505</b>     | <b>Supervision.</b>   |
|                        | <b>(2) An agency shall provide the following minimum supervision:</b><br><b>(a) Face-to-face contact between the social service worker and the youth in independent living at least once each month at a youth's place of residence.</b>  |
| <b>ANALYSIS:</b>       | Case contacts were reviewed and found the foster care case worker made monthly contacts as required. As this is an independent living youth, placed in an apartment that is not staff supervised, there is no violation found regarding the youth being absent from the placement and the worker being unaware. |
| <b>CONCLUSION:</b>     | <b>VIOLATION NOT ESTABLISHED</b>  |

## ADDITIONAL FINDINGS:

### INVESTIGATION:

A review of MiSACWIS case contacts determined some face-to-face contacts were not entered within the required timeframe.

| APPLICABLE RULE        |   |
|------------------------|---|
| FOM 722-06H<br>Page 19 | Case Contacts   |
|                        | The caseworker must enter the required face-to-face contacts listed below in MISACWIS within five business days of the contact. This includes attempted and missed face-to-face contacts. |
| ANALYSIS:              | A violation was found due to case contacts being entered into MiSACWIS outside of the required timeframe.   |
| CONCLUSION:            | REPEAT VIOLATION ESTABLISHED<br>10/14/2019 INTERIM, CAP approved 10/30/2019.  |

## IV. RECOMMENDATION

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



Heather Reilly  
Licensing Consultant

November 8, 2021

Date

Approved By:



November 9, 2021

Jessica VandenHeuvel  
Area Manager

Date