



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

September 28, 2023

REDACTED REPORT

Martha Dobbins
First Presbyterian Church
200 W Mansion
Marshall, MI 49068

RE: License #: DC130021903
Investigation #: 2023D0217021
Presbyterian Center For Children

Dear Ms. Dobbins:

I conducted a special investigation because the child care licensing bureau received information regarding your facility that related to licensing rules or law. The information was related to the following:

R 400.8140(2)(a) Discipline.

The details of the information are in the attached report. To investigate:

- I interviewed the program director, child care staff members, parents, and children.

As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

During this special investigation:	Yes	No
A rule or law violation was found and a serious injury or death occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A rule or law violation was found and abuse and/or neglect of a child occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

You will be sent two copies of this report. One is **not for public disclosure** and one is a **redacted report**.

- The report marked **not for public disclosure** is for your records only. This copy may contain legally protected information. It must not be placed in your licensing notebook.

The report marked **redacted report** may have some legally protected information blacked out. The **redacted report** and any related corrective action plans must be placed in your licensing notebook. The **redacted report** and any related corrective action plans will be online for parents to review under the [Statewide Search for Licensed Child Care Centers and Homes](#).

Sincerely,

A handwritten signature in black ink that reads "Beth Goding". The signature is written in a cursive style with a long, sweeping tail on the letter "g".

Beth Goding, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa
P. O Box 30837
Lansing, MI 48909
(269) 615-5489

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC130021903
Investigation #:	2023D0217021
Complaint Receipt Date:	08/16/2023
Investigation Initiation Date:	08/17/2023
Report Due Date:	10/15/2023
LicenseeName:	First Presbyterian Church
LicenseeAddress:	200 W Mansion Marshall, MI 49068
LicenseeTelephone #:	Unknown
Administrator:	Martha Dobbins, Designee
Licensee Designee:	Martha Dobbins, Designee
Name of Facility:	Presbyterian Center For Children
Facility Address:	200 W Mansion Marshall, MI 49068
Facility Telephone #:	(269) 282-6276
Original Issuance Date:	08/31/1992
License Status:	REGULAR
Effective Date:	02/11/2022
Expiration Date:	02/10/2024
Capacity:	66
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child care staff member 1 did not use positive methods of discipline on Child A.	No

III. METHODOLOGY

08/16/2023	Special Investigation Intake 2023D0217021
08/16/2023	Contact - Document Received Received voice mail from program director Brianna Hollister.
08/16/2023	Contact - Document Sent Email sent to Brianna Hollister.
08/16/2023	Contact - Document Received Email received with incident report attached from Brianna Hollister.
08/17/2023	Special Investigation Initiated - Telephone Phone contact with program director Brianna Hollister.
08/17/2023	Contact - Telephone call made Attempted phone contact with Child A's Mother. Left message.
08/17/2023	Contact - Telephone call made Attempted phone contact with Child A's Mother. Left message Requesting a return call.
08/17/2023	Contact - Document Received Email contact with [REDACTED]. A worker will be assigned.
08/18/2023	Contact – Onsite inspection completed. Unannounced onsite inspection from 11:30 AM until 12:15 PM and interview with program director Brianna Hollister.
08/18/2023	Contact - Document Received Email contact with [REDACTED] will be assigned. Unavailable until 8/21/2023. Another worker will be a

	face to face contact with Child A and Child A's Mother later this date.
08/18/2023	Contact - Face to Face [REDACTED] completed a face to face interview with Child A's Mother and verified well-being of Child A at home visit.
08/18/2023	Contact – Telephone call made. Phone contact with Marshall Police Department records. Requested copy of police report.
08/21/2023	Contact - Telephone call made Attempted phone contact with Child A's Mother. Left message requesting a return call.
08/21/2023	Contact - Telephone call made Phone contact with [REDACTED]
08/21/2023	Contact - Telephone call made [REDACTED] and I completed phone contact with Child B's Mother.
08/21/2023	Contact - Telephone call made [REDACTED] I completed phone contact with Child C and D's Mother.
08/21/2023	Contact - Telephone call made [REDACTED] I completed phone contact with Child E's Mother.
08/22/2023	Contact - Document Received Received copy of Marshall Police report-[REDACTED]
08/23/2023	Contact - Telephone call made Phone contact with Child F's Mother.
08/23/2023	Contact - Telephone call made Attempted phone contact with Child G's Mother. Left message requesting a return call.
08/23/2023	Contact - Telephone call made Phone contact with Child H's Mother.
08/23/2023	Contact- Telephone call made. [REDACTED] completed phone contact with Child A's Mother.

08/23/2023	Contact – Face to face. [REDACTED] completed a face to face interview with Child A's Mother and attempted to interview Child A.
08/29/2023	Inspection completed onsite from 2:00 PM until 4:00 PM with [REDACTED]. Interviews completed with Brianna Hollister, CCSM 1, child care staff member 2 (CCSM 2), child care staff member 3 (CCSM 3) and phone interview with child care staff member 4 (CCSM 4).
08/29/2023	Exit Conference with Brianna Hollister during onsite.
09/05/2023	Contact – Document received. Email notification with letterhead statement from Brianna Hollister. The child care will be closing effective 9/8/2023.
09/14/2023	Contact - Telephone call made Case conference with [REDACTED], Child Care Licensing Bureau Supervisor Charnell Lennox and [REDACTED]

ALLEGATION: Child care staff member 1 did not use positive methods of discipline on Child A.

INVESTIGATION: On 8/16/2023 I had phone contact with program director Brianna Hollister. She notified me of the reported allegations. On 8/15/2023 Child A's Mother notified child care staff member 2 (CCSM 2) that on 8/14/2023 Child A came home with a bruise on her face. Child A's Mother reportedly asked Child A how she received the bruise and Child A stated that child care staff member 1 (CCSM 1) had hit her.

On 8/15/2023 Brianna Hollister spoke to Child A about the bruise and she refused to talk to her about it. CCSM 2 asked Child A what occurred and Child A said she fell at home over the weekend and hit her face. Brianna Hollister stated that when Child A's Mother came to pick up Child A on 8/15/2023, she made a threat to possibly retaliate against CCSM 1 for possibly hitting Child A.

On 8/16/2023 Brianna Hollister provided me with the written incident report. The incident report stated: Child A's Mother picked up Child A on 8/14/2023 and once home noticed there was a bruise. Child A's Mother asked Child A where the bruise came from and she stated that CCSM 1 "hit me." This was brought to the attention of child care staff on the morning of 8/15/2023. I (Brianna Hollister) then asked Child A

what happened and she said she did not want to talk about it. When CCSM 2 asked Child A what happened to cause the bruise, she responded that she fell on Sunday at home and hit her head. During pick up on 8/15/2023 at around 4:30 PM Child A's Mother came down to discuss what had happened. When talking to Child A's Mother I (Brianna Hollister) stated that we did not have an incident report as we didn't know what had happened because we were not aware of any incident happening that would have caused the bruise. I also stated that we would write something stating that, and Child A's Mother could sign that the following morning. Child A's Mother then stated "I am trying to stay professional but if I give my baby daddy a list when he gets out of prison, it won't be good."

On 8/18/2023 I completed an unannounced onsite inspection and interview with Brianna Hollister. She expressed that Child A has not returned to the child care facility since the reported incident. CCSM 1 has also not worked at the child care since the incident. CCSM 1 was only working at the child care for the summer as she is a paraprofessional at a local elementary school during the school year.

CCSM 1 has had no previous disciplinary write-ups or negative reviews. Brianna Hollister expressed that Child A's Mother did make a comment to her that she believed CCSM 1 may have hit Child A as retaliation, because she used to bully CCSM 1 in junior high school. Brianna Hollister stated that on the day of the reported incident CCSM 1 would have worked with CCSM 2, CCSM 3 and possibly CCSM 4. kCCSM 2 worked the day after the reported incident and is the staff member that spoke to Child A's Mother and Child A about the allegations. I informed her that I would be coordinating with a [REDACTED] on this investigation, and would return with them at a later date to interview child care staff about the allegations.

On 8/18/2023 I received notification from [REDACTED] that [REDACTED] will be assigned to coordinate on the investigation of allegations.

On 8/18/2023 [REDACTED] completed a face to face interview with Child A's Mother and verified well-being of Child A at their home. Child A's Mother was cooperative. Child A did not appear to have any current visible bruises or marks to her face or otherwise. Child A's Mother reported that Child A is not returning to the child care facility. She explained that Child A is not allowed to return because the child care believes she verbally threatened CCSM 1 and other staff. Child A's Mother indicated that she attended school with CCSM 1 and they do not have a good history.

Child A's Mother reported that on 8/14/2023 she picked Child A up from care and when returned home noticed she has a bruise on her face. She asked Child A what occurred, and Child A reported that CCSM 1 hit her with a toy hammer. [REDACTED]

██████████ advised Child A's Mother to not return Child A to the child care and to avoid interactions with child care staff.

On 8/21/2023 ██████████ and I completed phone contact with Child B's Mother. Child B (female, 3 years) has been enrolled at the child care for approximately 3 years. Child B's Mother denied concerns or issues with the child care. She denied that Child B has ever come home with any suspicious or unexplained injuries. No concerns with CCSM 1 or any other child care staff. Denied any concerns with discipline.

On 8/21/2023 ██████████ and I completed phone contact with Child C and D's Mother. Child C (male, 3 years) and Child D (male, 3 years) have been enrolled at the child care for 2 years. Child C and D's Mother reported she recently started to have some concerns with the child care facility. Child C and D used to love going to child care, but now for some reason they hate it and beg to not go. Not sure about discipline, but Child D reports getting in trouble "all the time." She has not observed any suspicious bruises or injuries but wonders if something has happened based on Child C and D's sudden resistance to attending.

On 8/21/2023 ██████████ and I completed phone contact with Child E's Mother. Child E (male, 3 years) has been enrolled for approximately 2 years. Child E's Mother denied concerns with discipline but believes that there are issues with supervision. She reported that over the last few months Child E has had a few random accidents that have resulted in injuries. She believes these are due to lack of supervision and an uncontrolled environment in the classrooms.

Child E's Mother reported that on one occasion Child E was able to pull an entire bookshelf down on himself and others. He has also come home with a bruise, a goose-egg on his head, and rug burn to his knees. She did not receive any incident reports on the injuries until she went to child care staff members and asked. All of the incidents occurred in the large cafeteria/gym space when the classes all blend at the end of the day.

On 8/22/2023 ██████████ received a copy of Marshall Police department's ██████████ police report and findings. The report detailed the following: police report was filed by the child care facility notifying that on 8/15/2023 Child A's Mother reported to the child care that Child A had a bruise and that Child A stated that CCSM 1 had hit her in the head with a toy hammer. Further, the child care reported that Child A's Mother had made a verbal threat to child care staff that "if I give my baby daddy a list when he gets out of prison it won't be good." Additionally, Child A's Mother posted on Facebook regarding the incident and made the statement "the old me is itching real bad."

██████████ spoke to CCSM 1 about the allegations. CCSM 1 did see Child A on 8/15/2023 the day after the reported bruise was observed and did not notice a

bruise. Denied any incident of hitting. CCSM 1 confirmed attending school with Child A's Mother, but denied having any issues with her.

██████████ interviewed Child A's Mother. Child A's Mother reported when she took Child A to child care on the morning of 8/14/2023 she did not have a bruise on her face, but when she picked her up later that day she did. She asked Child A about the bruise, and Child A reported that CCSM 1 hit her with a toy hammer. Child A's Mother showed ██████████ a photo of Child A's face taken on 8/14/2023. The photo from 8/14/2023 showed a slight discoloration and raised area on Child A's temple area. Child A's Mother did not take Child A for a medical examination. Child A's Mother stated that she does not wish to pursue any further charges or investigation. ██████████ closed the case.

On 8/23/2023 I completed phone contact with Child F's Mother. Child F (male, 3 years) has been enrolled at the child care for approximately one year. Child F's Mother denied concerns with discipline but believes that the supervision is lacking. She indicated that Child F has received random injuries from accidents occurring when in the large cafeteria/gym space when all ages of children are blended together at the end of the day. She expressed that when the older children are blended with the younger children, it becomes very chaotic in the area and the child care staff seems overwhelmed.

On 8/23/2023 I completed phone contact with Child H's Mother. Child H (female, 2 years old) has been enrolled at the child care for approximately one year. Child H's Mother denied any concerns with discipline or supervision. She denied any concerning injuries or accidents.

On 8/23/2023 ██████████ completed a face to face interview with Child A's Mother and Child A at their home. Child A's Mother reported that on 8/14/2023, she dropped Child A at child care at 8:00 am and picked her up at 4:30 pm. She did not notice the bruise and goose egg until around 7 pm that evening. When she saw the marks, she asked Child A what happened, and Child A stated that CCSM 1 did it. Child A then reported that CCSM 1 hit her with a hammer. Child A's Mother asked Child A if CCSM 1 hit her on purpose or on accident, and Child A stated that said she did not know.

On 8/15/2023 Child A's Mother took Child A to child care despite her concerns. She reported that CCSM 2 was working at drop off, and she told her that Child A had reported CCSM 1 had hit her the day before. CCSM 2 told her that CCSM 1 was no longer working at the child care, so Child A's Mother felt it was okay to leave Child A there for the day. Child A's Mother stated that when she arrived to pick up Child A that day, she spoke to Brianna Hollister about the allegations and asked for an incident report. Brianna Hollister indicated that they had not completed an incident report but could do one if she wanted. Brianna Hollister initially denied that there

were any toy hammers at the child care, but then later acknowledged that there may be one in a toy doctor's kit.

Child A's Mother stated that she became upset with Brianna Hollister when she made a comment that it was her job is to protect the staff first and "then the children." Child A's Mother responded by stating that she if she gave her baby daddy a list of people who bruised her kid, there would be problems when he got out. Brianna Hollister took that statement as a threat and told her that Child A was no longer welcome at the child care because it's not safe.

Child A's Mother denied any previous concerns about discipline or mistreatment by staff prior to this incident. She denied observing any staff mistreating any children during pick up or drop-off. Child A's Mother then reported that she did have a concern in April 2023 when Child A came home from child care with what looked like fingertip bruises on her hips. She had reported the bruise to Brianna Hollister and was told that any staff that may have been involved at the time of the incident, and either quit or was fired.

A forensic interview was attempted with Child A while at her home on 8/23/2023. Child A was not able to pass the forensic interview challenge questions due to her age, understanding, and activity level. During the interview, Child A continued to play and had to be redirected several times. Child A was asked if there was anything she didn't like at her child care, and said "no." She was asked if anything at the child care made her sad or cry. She explained that she was sad when another child threw rocks at her, and a rock hit her shoulder. She was asked if anything else happened that made her sad, and she said, "no." She was asked what CCSM 1 does when she is in trouble, and she responded that CCSM 1 "hit me here" and she slapped her forehead. Child A also pointed to her front yard and stated "I fell." She was asked if she fell at home or at child care, and she stated at child care. She provided no further details. She was asked about an injury to her face, and she pointed to her forehead and stated that CCSM 1 "hit me with a giant pink hammer." She then stated that the hammer was black. She reported that CCSM 1 or another staff member put ice on it. No further details provided and Child A could not be redirected or focused for more questioning.

██████████ followed up with Child A's Mother regarding her interview with Child A. Child A's Mother acknowledged that Child A does have a pattern of story telling and exaggerating. She denied any knowledge of Child A being hit with a rock or a giant pink hammer. She denied Child A received the bruise on her head from falling at home. She reported that Child A fell at home approximately one week before the reported incident and received a bruise on her chin. She then fell this week and injured her knee. Child A's Mother acknowledged that it is difficult to know if Child A received the mark from CCSM 1 hitting her or an accident.

On 8/29/2023 ██████████ and I completed an onsite inspection and interviews with Brianna Hollister and child care staff member 1 (CCSM 1), child care

staff member 2 (CCSM 2), child care staff member 3 (CCSM 3) and a phone interview with child care staff member 4 (CCSM 4). [REDACTED] also attempted to forensically interview Child B and Child E while at the child care.

Brianna Hollister reported that CCSM 1 worked at the child care for approximately two months over the summer. She was previously familiar with CCSM 1 because she works as a paraprofessional at the [REDACTED]. She reported that CCSM 1 has worked for the [REDACTED] School system for approximately six years. Brianna Hollister denied any issues or concerns with CCSM 1's interactions with child care children. CCSM 1 has no history of disciplinary issues.

CCSM 2 has worked at the child care for approximately one year. She is familiar with Child A and aware of the reported allegations. CCSM 2 was not working in the classroom with Child A on the day of the reported incident (8/14/2023). She was working in the classroom the next day (8/15/2023) and spoke to Child A's Mother about the concern. Child A's Mother told her at drop off that Child A stated that CCSM 1 had hit her on the head the day before and Child A reportedly received a bruise.

CCSM 2 looked at Child A's face and head while Child A's Mother was present and could not observe any bruise or raised mark. CCSM 2 asked Child A's Mother if she could see the photograph of the injury, but Child A's Mother refused. Child A's Mother stated that she would talk to Brianna Hollister about the incident further when she arrived for pick up.

CCSM 2 reported that Brianna Hollister did attempt to speak with Child A about the reported injury to her head, but Child A responded that she did not want to talk about it. CCSM 2 did not ask Child A about the injury, but only overheard what she told CCSM 1. CCSM 2 reported that CCSM 1 was not scheduled to work at the child care on 8/15/2023, but was called in to help due to another staff member not showing up for work. CCSM 1 arrived at the child care around 3:00 PM and when walked into the classroom, Child A immediately ran up to her stated "I fell and hit my head on a box and got this mark" and pointed to her head.

CCSM 2 denied any issues or concerns with CCSM 1 and her interactions with children. She reported that CCSM 1 is great with kids and CCSM 2 has learned a lot from working with her. CCSM 2 denied knowledge of any toy hammers in Child A's classroom or in the cafeteria/gym area.

CCSM 3 has worked at the child care for approximately one year. She worked directly with CCSM 1 over the summer months and is familiar with Child A and the reported allegations. Child A has struggled with transitioning to attending child care and separation issues. She would cry and even make herself throw up when her mother would drop her off in the morning. Child A has gotten better over time, but she definitely attaches to child care staff more than she attaches to other children.

She would prefer to stay with a child care staff member all day verses play with the other children. Child A was extremely attached to CCSM 1 and would cling to her all day.

CCSM 3 denied any issues or concerns with CCSM 1. She reported that CCSM 1 is really good with children and with Child A. CCSM 3 has never observed any inappropriate discipline or interactions between CCSM 1 and Child A or any other children. CCSM 3 is aware of the reported allegations. She never observed any bruise or injury to Child A and Child A's Mother never spoke to her about the incident. She was told by CCSM 2 that Child A's Mother reported that Child A stated she had a bruise and that she believed CCSM 1 caused the injury. She reported that if Child A was hurt at the child care, she would have come to her or CCSM 1 for comfort and that never occurred. CCSM 3 denied ever seeing CCSM 1 use physical discipline. She stated that she uses redirection.

CCSM 3 stated that she worked in the classroom with Child A on the day of the reported incident. She left that day around 2:00 PM and Child A did not have any visible bruise to her face when she left. CCSM 3 stated that there are toy hammers in the classroom. These toy hammers belong with a toy tool box set. She reported that the hammers are small and plastic. CCSM 3 states that when she is working in the classroom she removes the plastic hammers because the children will often hit each other with them.

Phone contact completed with CCSM 4 during the onsite inspection. CCSM 4 has worked at the child care for approximately 4 months. She has worked periodically with CCSM 1 and Child A and is aware of the reported allegations. She did not work with Child A on the day the reported incident occurred or the following day. CCSM 4 denied any concerns or issues with CCSM 1. She stated she is "flabbergasted" that CCSM 1 would be alleged to have done anything inappropriate with a child. She has absolutely no concerns or issues with CCSM 1 and her interactions with children.

██████████ attempted to forensically interview Child B during the onsite inspection. Child B was unable to complete the forensic interview process due to her age and language development. She did state that if anyone gets in trouble at the child care the child care staff will "read them a story." She indicated she familiar with CCSM 1 and that she doesn't do anything that she doesn't like. She was unable to provide any further details.

██████████ attempted to forensically interview Child E during the onsite inspection. Child E was not able to be forensically interviewed. He did not respond verbally to any questions and was very easily distracted.

At the end of the onsite inspection, CCSM 1 met ██████████ and I at the child care facility for an interview. CCSM 1 reported that she worked at the child care for a couple of months, but has now returned to her full time position at a local elementary school as a paraprofessional teacher. CCSM 1 is aware of the reported

allegations. She adamantly denied any incident of hitting Child A or any child. She reported that on the day of the reported incident, she worked in the classroom with Child A and four children. She reported that Child A is very attached to her and rarely plays with the other children. No incidents of Child A having an accident or incident that day that could have caused an injury. CCSM 1 reported that for discipline she uses redirection and talking to the children about the situation.

CCSM 1 reported that on 8/14/2023 she did come in to work at the child care facility around 2-2:30 PM. When she arrived Child A immediately came up to her and hugged her and said "I miss you." She did not see a mark, but was also not really looking at first. When she heard about the allegations, they did ask Child A what happened to her head. Child A responded that she fell at home on Sunday.

██████████ and I observed the classroom and cafeteria/gym space where the reported incident may have occurred. We observed two small, toy hammer in a play toolbox inside the classroom on a shelf within reach of the children. Both hammers are about the length of a hand, approximately five to six inches. One hammer is made entirely of plastic. The handle of the hammer is green, and the head is yellow. The second hammer has a wooden handle with green, orange, blue, and red strips towards the end of the handle and then an off-white plastic head. There were no black or pink hammers located at the daycare.

On 9/5/2023 I received notification from Brianna Hollister that the child care facility will be closing as of 9/8/2023.

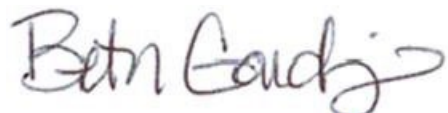
On 9/14/2023 completed video case conference with ██████████ ██████████ supervisor and Child Care Licensing Supervisor Charnell Lennox.

I attempted phone contact with Child A's Mother and Child G's Mother, but no return calls were received.

APPLICABLE RULE	
R 400.8140	Discipline.
	(2) All of the following means of punishment are prohibited: (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
ANALYSIS:	There is not enough information to support that any child care staff member used a prohibited form of discipline to cause injury to Child A.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend that the status of the license remain unchanged.

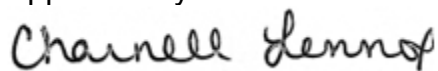


9/28/2023

Beth Goding
Licensing Consultant

Date

Approved By:



10/02/2023

Charnell Lennox
Area Manager

Date