



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

## REDACTED REPORT

January 11, 2023

Bethany Griffin  
Capital Area Community Services, Inc.  
101 E. Willow  
Lansing, MI 48906

RE: License #: DC330250450  
Investigation #: 2023D0197002  
South Cedar Head Start

Dear Ms. Griffin:

I conducted a special investigation because the child care licensing bureau received a complaint against your facility that related to licensing rules or law. The allegations were related to the following:

R400.8125(1) Staff; volunteer; requirements.

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

- I interviewed the person who made the complaint, program director/ licensee, licensee designee, child care staff members, parents, a child, or others with relevant information.
- I completed on-site inspections on the following dates: 9/28/2022.

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.

I recommend no change to the current license status.

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"/>

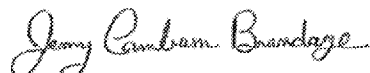
You will be sent two copies of this report. One is ***not for public disclosure***, and one is a ***redacted report***.

- 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.**

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 (517) 284-9730.

Sincerely,



Jenny L. Camburn Brundage, Licensing Consultant  
 Child Care Licensing Bureau  
 611 W. Ottawa Street  
 P.O. Box 30664  
 Lansing, MI 48909  
 (517) 262-9717

enclosure

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

THIS REPORT CONTAINS QUOTED PROFANITY AND/OR SEXUALLY EXPLICIT LANGUAGE

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC330250450
<b>Investigation #:</b>	2023D0197002
<b>Complaint Receipt Date:</b>	09/26/2022
<b>Investigation Initiation Date:</b>	09/27/2022
<b>Report Due Date:</b>	11/25/2022
<b>Licensee Name:</b>	Capital Area Community Services, Inc.
<b>Licensee Address:</b>	101 E. Willow Lansing, MI 48906
<b>Licensee Telephone #:</b>	(517) 482-1504
<b>Administrator:</b>	Bethany Griffin, Designee
<b>Licensee Designee:</b>	Bethany Griffin, Designee
<b>Name of Facility:</b>	South Cedar Head Start
<b>Facility Address:</b>	2357 Commerce Dr. Holt, MI 48842
<b>Facility Telephone #:</b>	(517) 699-0840
<b>Original Issuance Date:</b>	09/20/2002
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/01/2021
<b>Expiration Date:</b>	04/30/2023
<b>Capacity:</b>	36
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	Violation Established?
On 9/26/22, child care staff member (CCSM) [REDACTED] Child A (age 4 years, male), [REDACTED], and [REDACTED] the hallway during drop off time. As a result, Child A [REDACTED]	No

## III. METHODOLOGY

09/26/2022	Special Investigation Intake 2023D0197002
09/27/2022	Special Investigation Initiated - Telephone Interview with Consultant Jessica Rindfleisch
09/28/2022	Contact - Face to Face Interview with Child A at his residence.
09/28/2022	Contact - Face to Face Interview with Child A's Mother at her residence.
09/28/2022	Inspection Completed On-site Unannounced on-site inspection to the center from approximately 9:50a.m. - 11:12a.m.
09/28/2022	Contact - Face to Face Interviews with Child Care Staff Members [REDACTED] [REDACTED]
09/28/2022	Contact - Telephone call made and returned Interview with Child A's Stepmother.
10/05/2022	Contact - Document Sent Email to Ms. Griffin, Licensee Designee (LD)
10/05/2022	Contact - Document Received Email from Ms. Griffin, LD
10/25/2022	Contact - Telephone call made Interview with Child B and C's Mother.
10/25/2022	Contact - Telephone call made Attempted contact with Child D's Mother and Child E's Grandmother

10/25/2022	Contact - Document Received Review of law enforcement report
10/25/2022	Contact - Telephone call made Interview with Ms. Griffin [REDACTED]
10/27/2022	Contact - Telephone call made Predisposition phone conference with [REDACTED]
11/09/2022	Contact - Telephone call made Interview with Child A's Father by [REDACTED]
12/07/2022	Exit Conference with Ms. Griffin

**ALLEGATION:** On 9/26/22, child care staff member (CCSM) [REDACTED] [REDACTED] Child A (age 4 years, male), [REDACTED] [REDACTED] hallway during drop off time. As a result, Child A [REDACTED]

**INVESTIGATION:** I completed a visit to Child A's (age 4 years, male) residence. I was accompanied by [REDACTED] and Ingham County Law Enforcement [REDACTED]. According to [REDACTED] Child A was previously observed to have [REDACTED] between his [REDACTED]. At the time of my visit, Child A did not have [REDACTED]. Child A was interviewed at this residence [REDACTED]. Child A was very active and easily distracted. He was difficult to interview due to his high actively level. He remembered attending the center. Child A said that he did not like to wear a mask but had to wear one. He did not remember if wearing a mask made him upset. Child A was asked directly about [REDACTED]. He stated that a child care staff member (CCSM) [REDACTED]. I noted that Child A did [REDACTED]. Child A did not identify the CCSM. He said that it did not hurt when the CCSM [REDACTED]. He did not know why the CCSM [REDACTED] nor did he disclose that the CCSM [REDACTED]. Child A did not disclose any other concerns or any other details. Child A lost interest and ended the interview.

Child A's Mother was interviewed at her residence. She stated that on the day of the incident, Child A's Stepmother dropped Child A off at the center at approximately [REDACTED]. Child A's Stepmother contacted her saying that a CCSM [REDACTED]

Child A. Child A's Mother became upset and went to the center and picked him up from care. When she arrived, Child A This is unusual as he normally likes being at the center. He ran toward her. Child A's Mother admitted to causing a scene as she was upset about the possibility of someone Child A. She also acknowledged that she swore verbally threaten CCSM and that this was a bad decision. Child A's Mother agreed to not return to the center.

Child A's Mother stated that due to her history with Child A's Stepmother, that she normally would not believe her as she makes "big deal" out of small things. However, she initially believed her, which caused her to behave in the upset manner that she responded. Child A's Stepmother has since changed her statement saying that with Child A was looked a day or two old. Child A's Mother stated that she no longer believes Child A's Stepmother about the incident. She believes that Child A's Stepmother may have overacted to the situation. She stated that perhaps she overacted too; however, she does believe that CCSMs should not be allowed for any reason including in a guiding manner. Child A had that Child A's Mother indicated that Child A and she is not fully certain how Child A was not seen by a doctor. In addition, Child A attended the center for about She has not had any previous concerns saying that his CCSMs seem "super nice". She has observed positive interactions between the CCSMs and the children, She described the CCSMs as friendly and calm. Child A enjoyed attending the center, and he has not disclosed any previous concerns.

I completed an unannounced on-site inspection to the center. I was accompanied by Interviews were completed with CCSMs

at the center. She was not working on 9/26/2022. On 9/27/22, she spoke briefly with Child A's Mother on the phone. Child A's Mother was requesting personal information She directed Child A's Mother to speak with the center's program director, Ms. Griffin. stated that parents are allowed to either drop their children off at the center's main door, or they can walk them to their room. The children usually walk independently to their rooms under direct supervision. At times they may be taken by the hand or guided to walk toward their rooms. Child A's Mother normally walked Child A to his room as it took time for him to warm up to being in care. He was usually fine by breakfast. On 9/26/22, Child A's Stepmother did not walk him to his room and dropped him off at the door. She believes this was the first time that Child A's Stepmother dropped him off at the center. stated that this is her year working alongside describing her as a "great employee." She has never had any concerns regarding interactions with parents or children. There have been no parent complaints. She has only observed positive interactions between Child A, and the other children in care.

██████████ is a CCSM at the center. She denied the allegations. ██████████ stated that she was working in the morning on 9/26/22. Child A's Stepmother dropped Child A off at the door. ██████████ and that he could put it on in the room. Child A's Stepmother handed her the mask. ██████████ helped lead Child A into the hallway by "gently" taking her middle finger and thumb ██████████. She guided him into the doorway and immediately let go. She did ██████████. She stated that it was not possible for her contact with Child A to have caused an injury, as she was gentle and did not put any pressure on his skin. She did not take Child A ██████████. Child A stopped crying once he walked through the main door and he walked independently to his room, which is in direct line of sight. ██████████ was waiting for him in the hallway. Child A's Stepmother did not express any concerns and she left. ██████████ remained at the door as other children were still coming into the building. Approximately an hour later Child A's Mother arrived at the center. ██████████ thought that perhaps she was upset because Child A's Stepmother was recently added to Child A's emergency information card. She was surprised when she found out that she was ██████████ Child A's ██████████ from his stepmom's hand. Child A's Mother yelled at her and ██████████. ██████████ stated that although the door to her room was open, she is not certain what the children heard or that they understood what was happening. When she entered the room after the interaction, the children did not appear concerned. ██████████ stated that this type of interaction with Child A's Mother was an isolated incident. She also described Child A favorably, saying that she misses him. She stated that Child A was sometimes grumpy in the morning, but he will sit quietly for a few minutes and will be joyful quickly. On 9/26/22, she did not see Child A ██████████ in the room. He played with a friend and ate breakfast before his mother arrived. In addition, ██████████ stated that she has ██████████ years of experience working with children, she loves her job, and that she has never handled a child ██████████. There may be times she has ██████████ a child ██████████ gently guide them, but it was never inappropriate.

██████████ in a CCSM at the center. She works alongside ██████████. She stated that on 9/26/22, she was in the hallway outside of her room when Child A was dropped off to the center. She did not see the entrance door but saw Child A walking toward her from the entrance area. She did not observe ██████████ have any ██████████ with Child A. She saw ██████████ behind him, and she did not ██████████. ██████████ told her that Child A was upset about having to wear a mask. She received Child A at the door to the room. Child A was not crying but asked her for a hug. She helped him take off his backpack and gave him a hug. Child A went into the room, looked at a book for a few minutes and had breakfast. Child A appeared fine. He did not disclose any concerns and she did not observe any injuries. When Child A's Mother arrived at the center about an hour later, she assumed that she was upset that Child A's Stepmother was now listed on Child A's emergency information card. Child A's Mother told her that ██████████. ██████████ Child A at the door and that she wanted ██████████. She also yelled

that she was going to call law enforcement. [REDACTED] referred Child A's Mother to [REDACTED] worker to help calm the situation. [REDACTED] stated that she works daily with [REDACTED]. She has never had concerns regarding her interactions with children or parents. She has not observed [REDACTED] at work, and she has a "ton of patience." Child A and the other children often approach her for care and attention.

[REDACTED] is a CCSM at the center. She works [REDACTED]. She was working on 9/26/22. She was standing at the door when Child A arrived at the center. She had not met Child A's Stepmother before. Child A's Stepmother tried to put a mask on Child A at the entrance. Child A snatched the mask from her and said that he did not want to wear it. [REDACTED] observed [REDACTED] Child A by the [REDACTED] and guide him toward his room. [REDACTED] also took the mask from Child A's Stepmother when she offered it to her. Child A's Stepmother did not seem upset, and she left. Child A was not crying, and he willingly walked by himself to his room. [REDACTED] was calm and not frustrated. She did not witness any concerning interactions between [REDACTED] Child A's Stepmother, or Child A. In addition, [REDACTED] stated that working alongside [REDACTED] has been positive. She has never observed any concerning interactions between [REDACTED] and other children or parents.

I observed the center layout. From the door of the center, there is a sign in table within four feet to the right of the door. Child A's Room is located inside the center door [REDACTED]. The room is located approximately [REDACTED] away and within direct line of sight of the entrance door.

I observed the center's video footage. The video footage does not contain sound. The footage shows the hallway leading to Child A's room, starting near the center door. The camera footage does not show the center entrance door or sign in table due to where the camera is mounted on the wall. The video footage shows Child A walking independently down the hallway. Child A is faced away from the camera. It appears he puts his hands up to his face as he is walking. [REDACTED] greets Child A, helps him take off his backpack, picks him up, gives him a hug while holding him for a moment, and then lowers him to his feet. Child A enters the classroom. I contacted Ms. Griffin, licensee designee about the camera located outside the center entrance. She stated that although the center has a camera located outside the entrance door, the camera is not in operation.

[REDACTED] interviewed Child A's Stepmother via telephone. I was present for the interview. She was asked to describe in detail what happened during Child A's drop off on 9/26/22. She stated that she was helping Child A to put on his mask to enter the building, as they would not initially let her inside. Child A got upset about having to wear the mask and grabbed it from her. One of the CCSMs told her that it was fine and that they would put his mask on in the room. Child A's Stepmother felt that this was a rude comment to make, as if she was questioning her ability to get Child A to listen to her. Child A started to cry. Child A's Stepmother

denied that any CCSM [REDACTED] Child A went inside the building, and she left. I noted that Child A's Stepmother did not initially report seeing anyone [REDACTED] Child A [REDACTED] Child A's Stepmother stated that after she left the center, she called Child A's Father and told him that a CCSM [REDACTED] Child A's Father instructed her to contact Child A's Mother, so she contacted her. She then met Child A's Mother up at center. Child A's Mother was "really upset" that someone [REDACTED] Child A's Mother was yelling, cursing, and threatened [REDACTED] Child A's Stepmother does not believe that Child A [REDACTED] at the center. She observed a CCSM take Child A near his [REDACTED] manner for maybe 5 seconds. It was not aggressive. The CCSM did not grab him in any manner that would have left an injury. Child A's Stepmother believes that [REDACTED] was already present, but she does not know it happened. Child A's Stepmother admitted that she overacted about what happened while speaking with Child A's parents.

I observed a picture of Child A's [REDACTED] Child A's Stepmother. [REDACTED] was located on Child A's [REDACTED] was [REDACTED]

Ms. Griffin, program director and licensee designee was interviewed by [REDACTED] [REDACTED] Ms. Griffin was not present at the center on 9/26/22. She has no concerns regarding [REDACTED] interactions with others. She has never received any other complaints, nor has she observed any concerns.

I reviewed the law enforcement [REDACTED] completed by Ingham County Law Enforcement [REDACTED] According to the report, the investigation is considered closed with no further action recommended or taken at this time.

Child A's Father was interviewed by [REDACTED] Child A's Father believes this situation was blown out of proportion. He does not believe that Child A received any marks from being at the center. He has no concerns regarding the center's care of Child A.

Child B and Child C's Mother was interviewed via telephone by [REDACTED] [REDACTED] I was present for the interview. Child B has attended the center for [REDACTED]. She also has a second child that attends in another room. She is very happy and impressed with the center, and with the services provided to both Child B and Child C. She has no concerns regarding [REDACTED] or any other CCSM. She stated that the CCSMs care about the children, and they will even call to check on them if they are home sick. Neither child has received any unusual marks or bruises while in care. Neither child has disclosed being harmed or shown any "red flags" that something is not right regarding their care.

[REDACTED] and I attempted to contact Child D's Mother and Child E's Grandmother but were not successful.

I made a final contact with [REDACTED]. She stated that based on her investigation, [REDACTED] was found suitable to assure for the health and safety of children.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>
<b>ANALYSIS:</b>	The children in care receive appropriate care and supervision. [REDACTED] Child A. [REDACTED] [REDACTED] Child A was not injured by [REDACTED]
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend no change in the license status.

*Jenny Camburn Brundage*

01/11/2023

\_\_\_\_\_  
Jenny L. Camburn Brundage  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:

*Darlese McConnell*

01/11/2023

\_\_\_\_\_  
Darlese McConnell  
Area Manager

\_\_\_\_\_  
Date