



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF  
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL  
LANSING

Michelle Richard  
ACTING DIRECTOR

**REDACTED REPORT**

3/18/2024

Community Action Agency  
1214 Greenwood Ave,  
Jackson, MI, 49203

License Number: DC380409483  
Special Investigation Number: SI-00079806

Dear Community Action Agency,

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

Rule/Law Number	Rule Description
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.

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

- I interviewed: program director, child care staff members, and parents.
- I completed on-site inspections on the following dates: 11/29/2023

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.

<b>During this special investigation:</b>	<b>Yes</b>	<b>No</b>
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"/>

This report and any related corrective action plans must be filed in your licensing notebook. This 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](#).

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. If you do not have internet available for online review, ***redacted report*** and any related corrective action plans must be filed 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 this report for accuracy and contact your consultant, Tanara Abner at (734) 255-4395 or [abnert1@michigan.gov](mailto:abnert1@michigan.gov). In the event that Tanara Abner is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,

A handwritten signature in blue ink that reads "Tanara Abner".

Tanara Abner, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF  
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL  
CHILD CARE LICENSING**

**Report Type:** Special Investigation Report

**Date of Report:** 3/18/2024

<b>Special Investigation Number</b>	<b>Complaint/Incident Receipt Date</b>
SI-00079806	11/16/2023
<b>Investigation Initiation Date</b>	<b>Report Due Date</b>
11/21/2023	1/20/2024
<b>License Number</b>	<b>Licensee Name(s)</b>
DC380409483	Community Action Agency
<b>Facility Name</b>	<b>Licensee Designee(s)</b>
John R Lewis Head Start	Toby Lynn Berry
<b>Program Type</b>	<b>Central Administrator(s)</b>
Center	N/A
<b>Capacity</b>	<b>Program Director(s) Name</b>
48	<b>Qualifications:</b> R 400.8113(7)(a) (9). <b>Date PD Approved:</b> 2016-09-22
<b>Facility Address</b>	<b>Mailing Address</b>
154 W. Clark Street, Jackson, MI, 49203	1214 Greenwood Ave, Jackson, MI, 49203
<b>Facility Phone Number</b>	<b>Facility Email Address</b>
5178412600	cbenjamin@caajlh.org
<b>Original License Issuance Date</b>	<b>License Status:</b>
11/5/2021	Regular
<b>License Effective Date:</b>	<b>License Expiration Date:</b>
5/5/2022	5/4/2024

**ALLEGATION(S)****Violation Established?**

Child Care staff member 1 pulled Child A's (age 4-year-old, male) leg and hurt his back.		No
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**METHODOLOGY**

<b>Date</b>	<b>Activity</b>
11/21/2023	Special Investigation Case Created SI-00079806
11/17/2023	Special Investigation Initiated via Phone Call MDHHS worker Sarah Duxter and Child A's Mother
11/17/2023	Contact – Phone Call Made Interview with Michigan Department of Health and Human Services (MDHHS) worker Sarah Duxter and Program Director [REDACTED]
11/20/2023	Contact – Email Received Email was received from MDHHS stating that the investigation has been referred to law enforcement and assigned to a deputy.
11/20/2023	Contact – Document Received Photos of Child A's lower back received by email.
11/28/2023	Contact – Face to Face Contact- Face to Face with Deputy Love, Jackson County Sheriff Department and Child A's Mother
11/28/2023	Contact – Phone Call Made Contact- Attempted phone call Child C's Mother
11/28/2023	Contact – Phone Call Made Contact- Telephone call made Child B's Mother
11/28/2023	Special Investigation Initiated via On-site Special Investigation Initiated- On Site From 10:30am to 11:45 am with MDHHS worker, Sarah Duxter and Deputy Love. Interviewed Child Care Staff member 1 and Child Care Staff Member 2
11/28/2023	Contact – Face to Face Contact- Face to Face with MDHHS worker Sarah Duxter and Deputy Love. Interviewed Child Care staff member 3 and Child Care Staff Member 3.
12/12/2023	Contact – Phone Call Made Contact- Case conference with MDHHS worker Darah Duxter, MDHHS Supervisor Michael Pascarella, and Child Care Licensing Area Manager Darlese McConnell
12/15/2023	Contact – Phone Call Made Exit interview with Program Director [REDACTED]

**ALLEGATION: Child Care staff member 1 pulled Child A's (age 4-year-old, male) leg and hurt his back.**

**INVESTIGATION:**

On 11/17/2023, [REDACTED] Program Director was interviewed by MDHHS worker Sarah Duxter and I by phone. [REDACTED] stated that Child A's Mother told her that when Child A came home from school after riding the bus, Child A looked sad but was not crying. Child A's Mother asked Child A "what was wrong"? Child A indicated that his "teacher" pulled him. [REDACTED] also stated that Child A's Mother said Child A stated that he "cussed at his friends". Child A's Mother explained how Child A can be difficult at home and she's working on not using foul language. Child A's Mother just assumed Child A was upset because he would be in trouble at home for using foul language. Child A's Mother told [REDACTED] when she and Child A arrived home from the bus, Child A said he needed to use the bathroom. As Child A entered the bathroom, he began removing his clothes, which he does before using the bathroom. Child A's Mother noticed something on Child A's right shoulder, and she was afraid it could've been a rash. Child A's Mother took a picture of the object googled it and sent it to Child A's Grandmother and a friend. Child A's Mother proceeded to tell Child A that he will need to go to the doctor, Child A responded "no" and that his "teacher" pulled his leg. Child A's Mother asked Child A "did she drag you" and Child A indicated "yes". Child A's Mother also added Child A's speech is limited. [REDACTED] stated that Child A's Mother had a scheduled conference that same morning and she would ask what happened to Child A at that time. [REDACTED] also notified me and MDHHS worker Sarah Duxter that the center will be closed the following week for professional development. On 11/17/2023, Child A's Mother attempted to have Child A examined. Child A would not let the physician exam him. The doctor suggested that Child A be taken to the emergency department and put under so he could be examined.

On 11/28/03, MDHHS worker Sarah Duxter and I completed an on-site inspection at John R Lewis Head Start. We interviewed Child Care Staff Member 1 (CCSM 1) and Child Care Staff Member 2 (CCSM 2). The allegations were discussed. CCSM 1 is the lead caregiver in Child A's classroom. CCSM 1 stated that Child A's Mother came in for a scheduled conference on 11/17/2023. Child A's Mother showed CCSM 1 a picture of a scar that mimicked a burn mark. Child A's Mother asked CCSM 1 "what happened". CCSM 1 told Child A's Mother she did not see anything happen to Child A that day. Child A's Mother stated that Child A was crying when he arrived home on the bus and later that night. Child A's Mother proceeded to ask CCSM 1 of a potential [Child Care Staff Member's] name which was not correct. CCSM 1 gave the closest name to the [Child Care Staff Member's] name Child A's Mother was referring to. CCSM 1 stated that there were two other child care staff members present on 11/16/2023. Each child care staff member was involved in free choice time. CCSM 1 was busy in the paint area along with helping children wash their hands. CCSM 1 was told by Child A's Mother that Child A was playing in the block area, but CCSM 1 could not confirm this. CCSM 1 remembered Child A playing in the dramatic play area and he never made it to paint. CCSM 1 explained to Child A's Mother that she can fill out an incident report. CCSM 1 contacted Child Care Staff Member 3 (CCSM 3) by phone and completed the incident

report after speaking to CCSM 3 who reported that Child A dumped out a few toys and was asked to clean them up before making a new choice. Child A did not move after being asked to clean up so he can move on to the next choice, so CCSM 3 moved Child A's body. CCSM 1 asked CCSM 3 how she moved Child A and she responded by saying "they're taught to use their hands." CCSM 1 never saw CCSM 3 move Child A. Child A did not indicate that he was hurt at any point throughout the day on 11/16/2023. CCSM 2 was also an aide on the bus which [REDACTED] rode on the afternoon of 11/16/2023. Child A did not seem hurt nor was he crying. CCSM 1 also stated that Child A is a large child who can be aggressive by hitting, pushing, and throwing things at the other children and has very limited speech. CCSM 1 had no concerns regarding CCSM 3, who has worked with her over a year now.

CCSM 1 showed me around the classroom and where Child A was playing so I could get a view of the room for any potential blind spots inside the classroom. There were no blind spots and there is a clear view of the block area which is where Child A was observed at the time of the alleged incident and all areas of where the child care staff members were during choice time.

CCSM 2 was interviewed by DHHS worker Sarah Duxter and I. CCSM 2 confirmed that she was working on 11/16/2023 the day of the incident. CCSM 2 explained that free choice time can be a bit hectic, and she was positioned at a nearby table close to the block area. CCSM 2 did not hear Child A cry or yell during free choice time and Child A never complained of having any injuries. CCSM 2 also helped on the bus on 11/16/2023 and Child A did not say anything during the bus ride home about being hurt. CCSM 2 did not learn about the incident until the next day after CCSM 3 explained how she lifted Child A by phone. CCSM 2 has no concerns and has worked with CCSM 3 for over two years. If there were any issues with any children CCSM 3 has always asked for help by texting. CCSM 2 also stated Child A is very hard to move because of his weight and it usually takes two child care staff members to help Child A stand up. Child A is only moved by child care staff members if he's harming himself or other children.

On 11/28/2023, Sarah Duxter MDHHS worker and I interviewed CCSM 3. The allegations were discussed. CCSM 3 explained their free choice time. The children can pick different areas to play in, when finished they are asked to clean up to move to the next area. Child A was playing with a puzzle. Child A began to move over to the block area without picking up the puzzle. CCSM 3 asked Child A to go back to the area and pick up the puzzle. Child A proceeded to move away from CCSM 3 by scooting away on his back with his feet. CCSM 3 demonstrated this movement, by laying down on her back and pushing her body across the carpet by using her feet. CCSM 3 asked Child A again to go back and clean up the puzzle. Child A refused and the puzzle was cleaned up by another child. CCSM 3 kneeled to Child A's level, held his hand but Child A was pulled away. CCSM 3 demonstrated this showing that she never pulled Child A while he was pulling away from her. CCSM 3 lifted Child A from laying on his back to an upright position and noticed that the back of Child A's shirt was lifted due to him scooting across the carpet. CCSM 3 denied dragging Child A across the carpet. If help was needed there were two other child care staff members in the room. CCSM 3 also stated

that if a child must be lifted child care staff members are to use “open hands”. Child A never indicated that he was hurt. Child A eventually moved to the dramatic play area after 5-10 minutes.

On 11/28/2023, Child A’s Mother was interviewed. Child A’s Mother stated that on 11/16/2023 she was waiting outside for Child A to arrive home from school. Child A arrived home, when walking inside Child A stated, “mommy my teacher pulled me today”, “my friends laughed”. After entering the house Child A went into the bathroom. Child A typically removes his clothing when using the bathroom. Child A’s Mother noticed a spot on Child A’s back. Child A’s Mother took pictures of the spot and sent it to Child A’s Grandmother and Child A’s Aunt. Child A’s Mother also googled the spot and the results that came up were “Lyme Disease”. Child A’s Mother proceeded to tell Child A that he will need to go to the doctor which is when he stated, “mommy my teacher pulled me” and said he hurt his back. For clarification she asked Child A “did your teacher drag you” and Child A responded by saying “she dragged me by my foot”. Child A never called CCSM 3 name but a shortened nickname of CCSM 3’s name. Child A stated that he was trying to play within the blocks and CCSM 3 told him “No” and CCSM 3 “dragged him by his foot”. Child A’s Mother called Child A’s Father by phone and notified him of what happened. Child A’s Mother had a parent teacher conference scheduled with CCSM 1 and CCSM 2 on 11/17/2023 at 8 a.m., which is when she asked about the incident. CCSM 1 and CCSM 2, both denied hearing or seeing anything happening to Child A on 11/16/2023. Child A told his mother he cried during the incident. Child A’s Mother said when Child A cries it’s very hard, so he would be heard by others.

Child A’s Mother was asked to have Child A seen by a medical professional. Child A’s Mother stated that Child A is “terrified” of doctors, and he may not let them view his injury. Child A’s Mother took Child A to Center for Family Health located in Jackson, MI. The injury was not viewed by a doctor due to Child A refusing to let the doctor do so.

On 11/28/2023, Sarah Duxter MDHHS worker and I interviewed Child B’s Mother. Child B’s Mother has no concerns with the center. Child B is a good student and has also mentioned that he “likes his teachers”. Child B’s Mother has never heard Child B mention child care staff members yelling or hitting.

On 11/28/2023, a phone call interview was completed with MDHHS worker Sarah Duxter, me and Child C’s Mother. Child C’s Mother has no concerns with any yelling or hitting within the classroom.

On 11/28/2023, an attempted phone call to Child D’s Mother, there was no answer, a voicemail was left.

I received a picture of the spot on Child A’s lower back by text on 11/28/2023. The spot was viewed to be a circular abrasion which was beginning to scab. I insisted that Child A’s Mother attempt another appointment so the abrasion can be viewed again.

On 11/30/2023, Child A's Mother and Child A participated in a telehealth appointment with Henry Ford Health after the first failed attempt. The assessment was the mark was viewed "consistent with history of abrasion and is in the healing process".

A telephone conference was completed with MDHHS Worker Sarah Duxter and MDHHS Manager Michael Pascarella on 12/12/2023. MDHHS Worker completed and closed their investigation.

The Child Care Organizations Act allows the Child Care Licensing Bureau the ability to utilize available information, including, but not limited to, any of the following: (a) Investigative report, such as a law enforcement report and a children's protective services report. (b) Medical report. (c) Public record. (d) Child care center, group child care home, or family child care home record. (e) Inspection of the child care center, group child care home, or family child care home, as well as criminal history information to determine whether an individual is conducive to the welfare of children. Based on my interview and review of allowable information, the Child Care Licensing Bureau finds that the disposition, temperament, condition, and actions of Child Care Staff Member 3 do promote the safety and well-being of children in a licensed child care setting. The Child Care Licensing Bureau finds that Child Care Staff Member 3 is conducive to the welfare of children.



On 12/15/2023, an exit interview with myself and Program Director [REDACTED] was held by phone.

**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	CCSM 3 provides appropriate care and supervision of children at all times.
CONCLUSION:	<b>Violation Not Established</b>

**BUREAU RECOMMENDATION**

Bureau Recommendation
I recommend no change in the status of the license.

Approved By:			
			
Tanara Abner	03/18/2024	Darlese McConnell	03/18/2024
<b>Consultant</b>	<b>Date</b>	<b>Area Manager</b>	<b>Date</b>