



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

2/29/2024

Young Womens Christian Assoc
353 East Michigan,
Kalamazoo, MI, 49007

License Number: DC390018258
Special Investigation Number: SI-00118228

Dear Young Womens Christian Assoc,

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:

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, licensee designees, child care staff members, and parents.
- I completed on-site inspections on the following dates: 1/31/2024 and 2/13/2024

As a result of this investigation, I found the following violation(s):

Rule/Law Number	Rule Description
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.
R 400.8158(2)	A licensee, licensee designee, or program director shall report to the child's

	parent and the department, directly or via phone, fax, or email, within 24 hours of the occurrence of any of the following: a. A child is lost or left unsupervised.
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Upon receipt of an acceptable corrective action plan, I recommend the issuance of a 1st provisional license.. If you accept the provisional license, you must sign and return the enclosed waiver form. If you do not accept the provisional license, you must notify this office in writing and an administrative hearing will be scheduled.

Due to the violations, you must send us a [corrective action plan](#) by 3/21/2024. You can use our corrective action plan form or create your own. Even if you don't accept the provisional license, you must still send us an acceptable corrective action plan.

If you need help writing the corrective action plan, please contact licensing consultant Kari Shepherd at (517) 582-8039 or shepherdk6@michigan.gov. If you do not send a corrective action plan, you may face disciplinary action. The corrective action plan 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.

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"/>

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](#).

Please review this report for accuracy and contact your consultant, Kari Shepherd at (517) 582-8039 or shepherdk6@michigan.gov. In the event that Kari Shepherd 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 black ink, appearing to read "Kari Shepherd". The signature is fluid and cursive, with the first name "Kari" being more prominent than the last name "Shepherd".

Kari Shepherd, Licensing Consultant

Enclosure

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

Report Type: Special Investigation Report

Date of Report: 2/29/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00118228	1/25/2024
Investigation Initiation Date	Report Due Date
1/30/2024	3/30/2024
License Number	Licensee Name(s)
DC390018258	Young Womens Christian Assoc
Facility Name	Licensee Designee(s)
YWCA Dreamery at Downtown	Patrice Bowden
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
103	Patrice Bowden Qualifications: Date PD Approved:
Facility Address	Mailing Address
353 East Michigan, Kalamazoo, MI, 49007	353 East Michigan, Kalamazoo, MI, 49007
Facility Phone Number	Facility Email Address
2693455595	pbowden@ywcakalamazoo.org
Original License Issuance Date	License Status:
//	Regular
License Effective Date:	License Expiration Date:
2/1/2023	1/31/2025

ALLEGATION(S)

	Violation Established?	
Appropriate care and supervision was not provided to Child A when they were left unsupervised on the playground for approximately four minutes.	Yes	
Additional Finding	Yes	

METHODOLOGY

Date	Activity
1/30/2024	Special Investigation Case Created SI-00118228
1/31/2024	Special Investigation Initiated via On-site

	Onsite from approximately 9:15 AM to 11:00 AM Interviewed Loren Lavender, Andre Carr, and child care staff member 2.
2/6/2024	Contact – Phone Call Made Interviewed Child A's Mother and child care staff member 1 via telephone. Attempted phone contact with Child B and C's Father.
2/9/2024	Contact – Phone Call Made Interviewed Child D's Mother and Child E, F, and G's Mother via telephone.
2/13/2024	Exit Conference Interviewed Patrice Bowen via telephone.
2/13/2024	Inspection Completed On-Site Interviewed child care staff member 3 and child care staff member 4.

ALLEGATION: Appropriate care and supervision was not provided to Child A when they were left unsupervised on the playground for approximately four minutes.

INVESTIGATION:

I conducted an unannounced onsite inspection at the center on 1/31/2024. Child Care Licensing Consultant, Davida McShan, was present. I conducted interviews with Program Director Loren Lavender, Licensee Designee Andre Carr, and Child Care Staff Member (CCSM) 2.

Loren Lavender stated that on 1/25/2024 at around 5:30 PM, CCSM 1 was outside on the enclosed playground with four children. Loren Lavender stated that around closing time, multiple child care staff members are tasked with cleaning up and closing down classrooms for the day. At the time of the incident, there were multiple parents picking up children from outside on the playground and inside the program. Child A was not noticed to be left outside until 4 minutes after CCSM 1 and three children entered the building and went into the Sensory Room.

CCSM 2 stated that she was told that CCSM 1 tried to get Child A to come inside the program, but he refused. CCSM 1 entered the building with three children, leaving Child A on the playground. Approximately 4 minutes later, CCSM 1 opened the partition between the Sensory Room and the classroom where CCSM 2 was cleaning and asked if she had any snacks for the children in her care. CCSM 2 asked CCSM 1 how many children she had in her care. CCSM 1 began listing children off by name. CCSM 2 asked where Child A was. CCSM 1 stated that she left him outside. CCSM 3 heard the conversation and went outside to get Child A inside. CCSM 2 went and spoke to Patrice Bowden about the incident.

Licensee Designee, Andre Carr, showed Davida McShan and me a video of the incident. The video showed Child A remaining on the playground when CCSM 1 and three children entered the building. Child A was playing alone on the playground for approximately 4 minutes before CCSM 3 is seen coming out of the building and getting him. Andre Carr stated that he met with CCSM 1 after the incident and that she stated that she forgot that Child A was still on the playground when she and the other children entered the building.

On 2/6/2024, I interviewed Child A's Mother and CCSM 1 via telephone. I attempted an interview with Child B and C's Father via telephone. Child B and C's Father refused to speak with me regarding the incident or the program.

Child A's Mother stated that she was not made aware of the incident until five days later 1/30/2024. She met with program administration on 1/31/2024 to discuss the incident. She was told Child A was left on the playground unsupervised for approximately 4 minutes on 1/25/2024 at around 5:30 PM. She was told that her child did not seem distressed and did not realize that he was alone outside. She stated that the playground gate is latched and opens outward, so she thought that Child A was safe and was not going to exit the playground on his own. Her children have attended the program for many years, and she has always been happy with the program.

CCSM 1 stated that on 1/25/2024, she originally went outside with nine or ten children. The other child care staff members were inside the building cleaning up classrooms for the day. Multiple children were picked up by parents between 5PM and 5:30 PM. Two children were being picked up shortly before 5:30 PM on the playground. CCSM 1 was then left with four children. She began asking them if they wanted to go inside as it was starting to get dark and chilly. She stated that all of the children wanted to go inside except for Child A. Three children began walking into the building and she did not want to let them enter the building without her so she followed them in, leaving Child A on the playground. CCSM 1 and three children entered the Sensory Room. The children stated they were hungry, so CCSM 1 opened the partition into the other room to ask CCSM 2 if she had any snacks for them. CCSM 2 asked how many children CCSM 1 had in her care. CCSM 1 began listing the children by name. CCSM 2 asked where Child A was. CCSM 1 responded that she left him outside. CCSM 3 heard the conversation between CCSM 1 and CCSM 2 and ran to get Child A from the playground. CCSM 1 stated that there was a lot going on at the time of the incident including multiple parents picking up and children leaving for the day. There was also a parent meeting occurring in the gym space near the playground.

On 2/9/2024, I interviewed Child D's Mother and Child E, F, and G's Mother via telephone.

Child D's Mother stated that she has no concerns regarding the supervision of Child D at the program. She did state that she has seen other children opening the playground gate and exiting the playground before their parent, so she could see that being a concern. However, she has not heard of any incidents regarding this situation occurring.

Child E, F, and G's Mother stated that her children have attended the program for many years, and she does not have any concerns regarding their overall supervision. She stated that Child G fell backwards and hit her head while sitting on the floor in the classroom, but that incident was communicated very quickly and clearly with her, and she had no ongoing concerns after that.

On 2/13/2024, I conducted an onsite inspection and interviewed CCSM 3 and CCSM 4.

CCSM 3 stated that during the 1/25/2024 incident, she was mopping the floor in the preschool classroom. She heard CCSM 1 come in from the playground with a group of children. She heard CCSM 1 and CCSM 2 talking and then heard CCSM 2 state that Child A was left outside. CCSM 3 ran to get Child A from outside and bring him inside. CCSM 3 asked Child A why he didn't come inside with the others, he stated that he didn't want to come in. CCSM 3 stated the Child A seemed calm and not distressed by the situation.

CCSM 4 stated that she did not know about the incident until I came to interview her about it. On 1/25/2024, at the time of the incident, CCSM 4 was on her way out of the building with the trash and finishing her workday. She stated that she saw CCSM 1 on the playground with four children. CCSM 4 typically leaves once numbers in the program drop to 10 or less children, which is typically before 5:30 PM. She stated that child care staff members then take that time to clean up the classrooms while one child care staff member remains on the playground with the remaining children.

On 2/13/2024, I conducted an exit conference with Patrice Bowden via telephone. We discussed the situation and the center's response to it. She stated that she already has plans in place to train all of the child care staff members in active supervision and taking frequent head counts of children. We also discussed the requirement of reporting incidents to the department within 24 hours.

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:	Appropriate care and supervision was not provided to Child A when Child A was intentionally left unsupervised outside on the playground for approximately 4 minutes.
CONCLUSION:	Repeat Violation Established Reference: : 1/19/2015 :Violation Established; : 6/3/2018 :Violation Established; : 3/24/2022 :Violation Established; : 5/21/2022 :Violation Established; : 2/11/2015 :Violation

	Established; Child Care Case Complaint: 1/25/2024 :Violation Established;
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ADDITIONAL FINDING:

INVESTIGATION:

Program Director Patrice Bowden alerted Davida McShan on 1/29/2024 via email of the 1/25/2024 incident involving a 3-year-old child being left unsupervised on the playground.


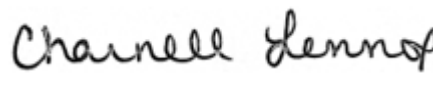
Child A's Mother stated that she was not informed of the 1/25/2024 incident until 1/30/2024.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8158(2)	A licensee, licensee designee, or program director shall report to the child's parent and the department, directly or via phone, fax, or email, within 24 hours of the occurrence of any of the following:
ANALYSIS:	The licensee designee failed to report to the department the occurrence of a child left unsupervised within 24 hours of the incident.
CONCLUSION:	Violation Established

BUREAU RECOMMENDATION

Bureau Recommendation
Upon receipt of an acceptable corrective action plan, I recommend the issuance of a 1st provisional license.

Approved By:	
 Kari Shepherd 02/28/2024 Consultant Date	 Charnell Lennox 02/28/2024

	Area Manager	Date