



GRETCHEN WHITMER  
GOVERNOR

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

Michelle Richard  
ACTING DIRECTOR

5/24/2024

Milestones Child Development Center, LLC  
8270 Broadmoor Avenue, SE,  
Caledonia, MI, 49316

License Number: DC410408025  
Special Investigation Number: SI-00119857

Dear Milestones Child Development Center, LLC,

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, staff, parent, witness.
- I completed on-site inspections on the following dates: 03/07/2024

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"/> |

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, Dawnita Diaz at (616) 402-9376 or [diazd@michigan.gov](mailto:diazd@michigan.gov). In the event that Dawnita Diaz 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 cursive script that reads "Dawnita Diaz". The signature is written in black ink on a white background.

Dawnita Diaz, Licensing Consultant

Enclosure

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

**Report Type:** Special Investigation Report

**Date of Report:** 5/24/2024

|   |   |
|---|---|
| <b>Special Investigation Number</b>     | <b>Complaint/Incident Receipt Date</b>  |
| SI-00119857                             | 03/06/2024  |
| <b>Investigation Initiation Date</b>    | <b>Report Due Date</b>  |
| 3/7/2024                                | 05/06/2024  |
| <b>License Number</b>                   | <b>Licensee Name(s)</b>   |
| DC410408025                             | Milestones Child Development Center, LLC  |
| <b>Facility Name</b>                    | <b>Licensee Designee(s)</b>   |
| Milestones Early Learning - Wilson      | Kelly Marie Russell<br>Kelly Sue Mertes<br>Jennifer Marie Abid<br>Jessica M. Cunningham<br>Karen Denise Hayes<br>Nicole M Pratt |
| <b>Program Type</b>                     | <b>Central Administrator(s)</b>   |
| Center                                  |   |
| <b>Capacity</b>                         | <b>Program Director(s) Name</b>   |
| 180                                     |   |
| <b>Facility Address</b>                 | <b>Mailing Address</b>  |
| 4075 64th Street,<br>Wyoming, MI, 49418 | 8270 Broadmoor Avenue, SE,<br>Caledonia, MI, 49316  |
| <b>Facility Phone Number</b>            | <b>Facility Email Address</b>   |
| 6162027896                              | khayes@milestonescdc.com  |
| <b>Original License Issuance Date</b>   | <b>License Status:</b>  |
| 8/25/2021                               | Provisional 1   |
| <b>License Effective Date:</b>          | <b>License Expiration Date:</b>   |
| 5/3/2024                                | 11/3/2024   |

**ALLEGATION(S)**

**Violation Established?**

|   |  |    |
|---|--|----|
| Appropriate care and supervision was not provided to Child A while in care. She was left sobbing with no adult consoling or interacting with her. |  | No |
|---|--|----|

## METHODOLOGY

| Date      | Activity  |
|-----------|---|
| 3/7/2024  | Special Investigation Case Created SI-00119857  |
| 3/7/2024  | Special Investigation Initiated via On-site Unannounced on-site 12:34pm-1:36pm met with Karen Hayes and staff |
| 3/29/2024 | Contact – Phone Call Made Spoke with Child B's Mother re: allegations   |
| 4/5/2024  | Contact – Phone Call Made Spoke with CCSM 4 re: allegations   |
| 4/5/2024  | Contact – Phone Call Made Spoke with Child A's Mother re: allegations   |
| 4/5/2024  | Contact – Phone Call Made Left message for Lead 1 requesting a call back re: investigation                    |
| 4/16/2024 | Contact – Phone Call Made Left message for CCSM 3   |
| 5/3/2024  | Exit Conference Spoke with CCSM1 re: SI no rule violations  |

**ALLEGATION:** Appropriate care and supervision was not provided to Child A while in care. She was left sobbing with no adult consoling or interacting with her.

### INVESTIGATION:

On 03/07/2024 I conducted an unannounced on-site inspection to the facility. I met with Child Care Staff Member 1 (CCSM) regarding the reported allegations. She said that the Summer Fun Club operated from June- August 2023 and she was hired in June of 2023 so her knowledge of the children was limited at that time. She relied on CCSM2 for attending to the issues and needs of that program while she learned the position and families. She was familiar with Child A and recalled after the ending of the summer program Child A's Mother sent an email with concerns. She had responded requesting to meet with Child A's Mother and did not receive a response back from her.

I then interviewed CCSM2 outside the presence of others. She was familiar with Child A and the reported concerns. She said Child A had been in the summer program for the past 2 summer breaks. The summer of 2023 Child A, "struggled with change/routine/transitions/change with teachers". She met with the staff in the classroom to address the concerns, which included providing strategies they could use to support Child A. CCSM2 said she had no concerns with the teachers, she did not see any of the reported responses or lack of attention to Child A while in care.

On 03/29/2024 I spoke with Witness 1 regarding another complaint at this facility. She had been employed at the child care facility during the time of this alleged complaint. She stated she did not work in the summer program and had no knowledge of the reported allegations.

