



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

ORLENE HAWKS
 DIRECTOR

December 7, 2021

Renee Linscott
 Future Steps, LLC
 11260 8th Ave.
 Grand Rapids, MI 49534

RE: License #: DC700305351
 Investigation #: 2022D1078003
 Future Steps

Dear Ms. Linscott:

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:

R400.8125 (1) Staff and volunteers

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, child care staff member, parents.
- I completed on-site inspections on the following dates: 11/02/2021.

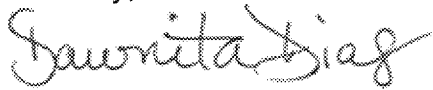
As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

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 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,

A handwritten signature in cursive script that reads "Dawnita Diaz".

Dawnita M. Diaz, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(616) 402-9376

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC700305351
Investigation #:	2022D1078003
Complaint Receipt Date:	11/01/2021
Investigation Initiation Date:	11/01/2021
Report Due Date:	12/31/2021
Licensee Name:	Future Steps, LLC
Licensee Address:	11260 8th Ave. Grand Rapids, MI 49534
Licensee Telephone #:	(616) 828-7181
Administrator:	Renee Linscott, Designee
Licensee Designee:	Renee Linscott, Designee
Name of Facility:	Future Steps
Facility Address:	11260 8th Ave. Grand Rapids, MI 49534
Facility Telephone #:	(616) 735-2066
Original Issuance Date:	10/18/2010
License Status:	REGULAR
Effective Date:	04/02/2020
Expiration Date:	04/01/2022
Capacity:	54
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A, male age 1, was allowed to cry for 4 hours by child care staff member Rita Dean.	No

III. METHODOLOGY

11/01/2021	Special Investigation Intake 2022D1078003
11/01/2021	Special Investigation Initiated - Telephone Spoke with Child A's Father re: allegations
11/02/2021	Inspection Completed On-site Unannounced on-site 11:53am-1:00pm met with Jean Peavey, program director and child care staff members
11/03/2021	Contact - Document Sent Email request to Renee Linscott, licensee designee, requested video and documentation
11/05/2021	Contact - Document Received Text from Renee Linscott, video no longer available
11/23/2021	Contact - Document Sent Text to Renee Linscott requested child information cards
11/29/2021	Contact - Document Received Child information cards received via text
11/29/2021	Contact - Telephone call made Spoke with Child B's Mother re: allegations
11/29/2021	Contact - Telephone call made Spoke with Child C's Mother re: allegations
11/29/2021	Contact - Telephone call made Spoke with Child D's Mother re: allegations
12/02/2021	Exit Conference Spoke with Renee Linscott, licensee designee

ALLEGATION: Child A, male age 1, was allowed to cry for 4 hours by Rita Dean.

INVESTIGATION:

On 11/01/2021 I spoke with Child A's Father by telephone. He said on 10/26/2021 Child A attended Future Steps for his first day of child care. Child A's Mother picked him up in the mid afternoon and was told by Rita Dean, child care staff member, that he had cried for 4 hours and nothing helped. He was concerned as he and Child A's Mother spoke with Jean Peavey, the program director, and felt they were treated poorly by her. He had text messages from her and forwarded them to me that detailed the disagreement between them about the incident and payment.

On 11/02/2021 I conducted an unannounced on-site inspection to the child care facility. I met face to face with Jean Peavey, program director. She was aware of the reported concerns as she had dealt with Child A's Mother and Father about the incident. She denied Child A was allowed to cry for 4 hours. She discussed her frustrations with their accusations and an ensuing argument she had via text message with them. She provided me with Child A's file, and I read his "get to know you" sheet about him and there were no specifics on preferences to comfort him. She stated she was not present at the center on 10/26/2021 but was told Child A had a hard first day and did cry, however staff took all the steps to comfort him while he was in care.

I then met face to face with Rita Dean, lead infant/toddler child care staff member, outside the presence of others. She was aware of the reported concerns. She remembered Child A and said she did not allow him to cry for 4 hours. She said she gave Child A a bottle around 12pm. at the table and he was tired, so she laid him down in the crib. He immediately sat up and did not want to stay there. She took him out and brought him back to the table where he ate and then was laid back down with the other children for a nap. She recalled Child A's Mother arrived a short time after lying him down and she asked about tips for consoling and comforting him. She denied telling her that he cried for 4 hours or there being a conversation where this was implied or that any concerns were shared with the parent.

I then met face to face with Abigail Dean, child care staff member, outside the presence of others. She was aware of the reported concerns. She discussed Child A's day as she recalled it and felt "he did fine." He participated as much as a toddler can during their first day in care. She said he did not cry for 4 hours and was not allowed to do so.

On 11/29/2021 I spoke with Child B's Mother, Child C's Mother, and Child D's Mother. They did not have any concerns their children were allowed to cry, or other children are allowed to cry.

On 12/02/2021 I completed a telephone exit conference with Renne Linscott, licensee, about the findings of this investigation. She explained that she spoke with Child A's Mother and Father and was able to have a balanced conversation with them to understand their concerns and issues. She said while they have not continued with their services they did have a positive resolution to the concerns for both of them.

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	Child A was provided appropriate care and supervision by the child care staff members.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend the status of the license remains unchanged.

Dawnita Diaz

12/06/2021

Dawnita M. Diaz
Licensing Consultant

Date

Approved By:

Katrice Sweet

12/07/2021

Katrice Sweet
Area Manager

Date