



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

October 12, 2018

Jaclyn Voss
Little Learners Child Care Center LLC
3782 South Lapeer Rd
Metamora, MI 48455

RE: Lic./Reg. #: DC240384336
Investigation #: **2018D0715014**
Little Learners Childcare Center

Dear Mrs. Voss:

Attached is the Special Investigation Report for the above referenced facility. Disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

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 (231) 922-5309.

Per MCL 722.113g, this report and any related corrective action plans must be filed in your licensing notebook.

Sincerely,

Pamela Walker

Pamela Walker, Licensing Consultant
BCHS/Child Care Licensing Division
701 S. Elmwood Ave, Suite 11
Traverse City, MI 49684
(231) 357-5352

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC240384336
Investigation #:	2018D0715014
Complaint Receipt Date:	08/13/2018
Investigation Initiation Date:	08/14/2018
Report Due Date:	10/12/2018
Licensee Name:	Little Learners Child Care Center LLC
Licensee Address:	3782 South Lapeer Rd Metamora, MI 48455
Licensee Telephone #:	(586) 419-8218
Administrator:	Jaclyn Voss, Designee
Licensee Designee:	Jaclyn Voss, Designee
Name of Facility:	Little Learners Childcare Center
Facility Address:	1040 Cedar Valley Rd. Petoskey, MI 49770
Facility Telephone #:	(231) 622-8840
Original Issuance Date:	03/14/2017
License Status:	3RD PROVISIONAL
Effective Date:	04/02/2018
Expiration Date:	10/01/2018
Capacity:	120
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On 08/02/2018, caregiver Haley White attempted to release Child A to Witness 1, an individual not authorized to pick up Child A from the center. Ms. White informed Witness 1 that Child A had some behavioral issues that week, which were never conveyed to Child A's Mother.	No
On 08/02/2018, caregiver Haley White did not ensure that Child A (3-year-old, female) was released to an authorized individual.	No
The children are afraid of caregiver Haley White because she frequently yells at them and belittles them.	No
Additional Findings	Yes

III. METHODOLOGY

08/13/2018	Special Investigation Intake 2018D0715014
08/14/2018	Special Investigation Initiated - Telephone Interviewed Child A's Mother
08/17/2018	Inspection Completed On-site from 10:34am to 2:19pm Interviewed Substitute Program Director Jonni Millstead and Caregivers Ms. Alyssa, Ashley Pitman, Leann Loxas, and Haley White
09/25/2018	Contact- Telephone calls made Interviews with Child B's Mother, Child C's Mother, Child C's Stepfather, Child D's Mother
09/25/2018	Contact- Telephone call made Attempted interview with Child E's Mother; left a voicemail requesting return call
10/11/2018	Attempted Exit Conference with Jaclyn Voss Called twice; no voicemail box available to leave a message

ALLEGATION: On 08/02/2018, caregiver Haley White attempted to release Child A to Witness 1, an individual not authorized to pick up Child A from the center. Ms. White informed Witness 1 that Child A had some behavioral issues that week, which were never conveyed to Child A's Mother.

INVESTIGATION: On 08/13/2018, I received a written complaint indicating that Ms. White disclosed to another parent at the center that Child A had been a "little monster" and a "horrible kid" the week of 07/30/2018. The complaint states that Ms. White also reported to this individual that Child A had been hitting and biting all week long, however, Ms. White never reported any behavioral issues to Child A's Mother. The complaint also states that Ms. White tried to convince this individual to take Child A home with her.

On 08/14/2018, Child A's Mother expressed great concern over Ms. White attempting to send Child A home with an unauthorized individual. She also expressed frustration over Ms. White not reporting any behavioral concerns to her regarding Child A, yet Ms. White freely shared behavioral issues regarding Child A with an unauthorized individual. Child A's Mother stated that when she picked Child A up from the center on 07/30/2018, 07/31/2018, and 08/01/2018 that Ms. White only shared positive things with her regarding Child A's behavior.

On 08/17/2018, I conducted an on-site inspection and explained the allegations to substitute program director Jonni Millstead. Ms. Millstead stated that Ms. White never shared any behavioral concerns regarding Child A with her. She advised that Ms. White was new at the time and the children were giving her a hard time. She knew that Ms. White was struggling to get the children to listen to her, so she went in the classroom from time to time to give her some guidance and advice. She described Ms. White as being very sweet and a push-over. She described Child A as very smart and sweet. She stated that Child A knows the "regular" caregivers and respects them and listens to them. She asserted that Ms. White did not ask an unauthorized individual to take Child A home. She explained that Ms. White was busy when another child's grandmother entered the classroom and that Ms. White assumed the individual was Child A's Grandmother because she saw Child A run towards the door. Without looking up to see who she was talking to, Ms. White proceeded to share details about Child A's day with the other child's grandmother as she continued to finish up what she was doing. Ms. Millstead could not remember the name of the other child's grandmother. Ms. Millstead insisted that the incident was a simple mistake and assured me that Ms. White did not try to send Child A home with an unauthorized individual.

On 08/17/2018, Ms. White stated that she was sweeping the floor when Child A ran up to an adult who entered the classroom. She assumed the individual was Child A's Grandmother, so she informed the individual that Child A had a bad day as she continued to sweep the floor. It was not until she looked up that she realized that the individual who entered the classroom was the grandmother of another child. Ms.

White could not remember the name of this individual. She asserted that she did not try to send Child A home with the other child's grandmother. She restated that as soon as she looked up from sweeping, she immediately realized that the individual who entered the classroom was not there to pick up Child A. Ms. White stated that she apologized to Child A's Mother for sharing information about Child A's day with the other child's grandmother. She further stated that Child A did have a rough day on 08/02/2018, therefore, she believes that she provided truthful and accurate information even if it was to the wrong person.

APPLICABLE RULE	
R 400.8110	Licensee.
	(6) A child shall only be released to persons authorized by the parent.
ANALYSIS:	Although Ms. White erroneously assumed that another child's grandmother was there to pick up Child A, she quickly realized that the individual who entered the classroom was not there to pick up Child A. Ms. White did not release Child A to an unauthorized individual.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: On 08/02/2018, caregiver Haley White did not ensure that Child A (3-year-old, female) was released to an authorized individual.

INVESTIGATION: On 08/13/2018, I received a written complaint indicating that Ms. White released Child A to Witness 1 on 08/02/2018 without checking his identification. The complaint also states that this was the first time Witness 1 picked Child A up from the center.

On 08/14/2018, Child A's Mother stated that Child A has attended the center on and off since she was four-months-old but Witness 1 had never picked Child A up prior to 08/02/2018. She acknowledged that Witness 1 is listed on Child A's child information card as an authorized person to pick up Child A, however, she expressed great concern over Ms. White releasing her child to an unfamiliar individual without verifying the person's identity. She stated that substitute program director Jonni Millstead attempted to fire Ms. White over the incident, but the owners of the center will not fire Ms. White because the center is short-staffed. Child A's Mother expressed frustration over the owners' lack of initiative to properly handle the situation. She stated that she previously disenrolled her child from the center for a while because of the way the center was being managed, but then decided to

reenroll Child A with hopes of things being different this time. She is disappointed to see that very little has changed.

On 08/17/2018, I conducted an on-site inspection and explained the allegation to substitute program director Jonni Millstead. She affirmed that Ms. White released Child A to Witness 1 on 08/02/2018 without verifying his identity, however, Witness 1 is listed on Child A's child information card as an individual authorized to pick up Child A. She stated that she has since reviewed the center's policy and procedures on the release of children to authorized individuals, including checking the identification of unfamiliar individuals. She also stated that the center's policy and procedures on the release of children to authorized individuals was reviewed with Ms. White during her new-hire orientation on 06/20/2018. Ms. Millstead provided me with verification of Ms. White's new-hire orientation. She initially felt that Ms. White should have been fired over the incident and she went as far as to tell the owners how she felt; however, the owners felt differently, as they believe in second chances. She stated that Ms. White is supposed to receive a written reprimand for not checking Witness 1's identifications, but the owners have not gotten around to it yet. She reported that Ms. White has been diligently checking identification of unfamiliar individuals since the incident. In fact, she received an email from Child B's Mother commending Ms. White for checking her husband's identification one day when he picked up Child B. The email states that Child B's Father rarely picks up Child B, therefore, Ms. White had never met him before, so the extra effort to protect the children is greatly appreciated. Ms. Millstead provided me with a copy of the email. She stated that she completely understands Child A's Mother's concern regarding the incident. However, since the incident Ms. White has demonstrated a thorough understanding of the center's policy and procedures for the release of children, so she is comfortable with Ms. White continuing employment with the center.

On 08/17/2018, Ms. White stated that she understands why Child A's Mother is so upset that she did not check Witness 1's identification. She explained that caregiver Ashley Pitman advised her on 08/02/2018 that Witness 1 would be picking up Child A, so she assumed that Witness 1 was a "regular pick up person" for Child A. She affirmed that the center's policy and procedures on the release of children were reviewed during her new-hire orientation and that Ms. Millstead has since reviewed the information with her again. She stated that she has been checking identification of all unfamiliar individuals ever since the incident.

APPLICABLE RULE	
R 400.8110	Licensee.
	(6) A child shall only be released to persons authorized by the parent.

ANALYSIS:	Although Ms. White failed to verify the identity of Witness 1 before releasing Child A into his care on 08/02/2018, Witness 1 is listed on Child A's child information card as an individual authorized to pick up Child A from the center.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The children are afraid of caregiver Haley White because she frequently yells at them and belittles them.

INVESTIGATION: On 08/13/2018, I received a written complaint indicating that caregiver Haley White could be heard screaming at the children from the front of the building on 08/06/2018. The complaint also states that the children are afraid of Ms. White and that she should not be around children.

On 08/14/2018, Child A's Mother stated that she has heard Ms. White screaming at the children, but she could not remember specifically what she was saying when she was screaming. She then stated that she has heard Ms. White call the children "stupid."

On 08/17/2018, I conducted an on-site inspection and explained the allegation to substitute program director Jonni Millstead. She stated that parents and staff members have shared concerns with her regarding the level and the tone of voice Ms. White uses with the children. She has talked to Ms. White about using a "teacher" voice rather than just raising her voice to get the children's attention, but she does not believe that the children are afraid of Ms. White. She also stated that Ms. White was recently moved to the school-age classroom and that she believes that the older children are a better fit for Ms. White. She has provided guidance to Ms. White regarding her classroom voice and she explained to Ms. White that she must learn to speak from the diaphragm to find her "teacher" voice. She also provided Ms. White with guidance for the "1-2-3 rule." She explained that number one is to address the classroom with a calm tone, number two is to address individual children who may not have heard the instructions given to the class, and number three is to project your "teacher" voice. Ms. Millstead stated that Ms. White has since been using a much kinder voice with the children.

I observed in Ms. White's classroom from approximately 11:30am to 12:30pm. There were eleven children in the classroom, mostly school-aged except for one four-year-old. Ms. White directed the children to clean up using a loud voice, but she was not yelling. She sang a clean-up song in a loud, boisterous voice. She addressed individual children in a calm, quieter voice. She appeared to use a louder voice when addressing the entire class and a quieter voice when addressing individual children. I noticed that she would often threaten to get "Ms. Jonni" if a child refused to comply

with a request. For instance, Ms. White stated, "Do you want me to get Ms. Jonni?" when a child refused to stand up and during lunch time she stated to a child, "I will get Ms. Jonni if you do not get on your seat." Ms. White also used statements such as "You are going to sit down, or I will help you sit down" and "Get on your chair or I will help you." Several children routinely challenged Ms. White's authority, but none of them appeared to be afraid of her. I asked Ms. White how she planned to help a school-age child to sit down. She stated that she has no plan to physically help a child to sit down, but that is what she says to get them to listen to her. She stated that she repeats the statement "Get on your chair or I will help you" until the child complies with her request. Ms. White addressed a child who was not sitting properly during lunch by stating "Do you want Ms. Haley to come over there?" Ms. White also stated more appropriate statements such as "Buddy, your feet need to be on the floor" and "If your hands are in your lap and a bubble is in your mouth, I will know you want tator tots." The children sat for more than twenty minutes while they waited for Ms. White to serve three ravioli, marinara sauce for the ravioli, pears, tator tots, and milk to each individual child. I brought this to Ms. Millstead's attention and suggested that she assist Ms. White in serving the children. Ms. Millstead assisted with serving the children. The children transitioned from lunch time to rest time as a matter of routine. Ms. White stated that she has worked hard to maintain the same routine the children had prior to her taking over the classroom.

I spoke with Ms. White privately after my observation. Ms. White adamantly denied ever belittling the children or yelling loud enough to be heard at the front of the building. She stated that she cannot hear very well out of her left ear, so perhaps she talks louder than she realizes. She stated that she usually shuts the lights off to get the children's attention. Ms. White did not shut the lights off to get the children's attention during my observation. I advised her that it is not appropriate for her to threaten to get Ms. Millstead when the children are not listening to her. We discussed strategies she can use to build credibility with the children and ways to build a classroom community such as by having the children help create classroom rules that can be posted in the classroom and having the children help determine classroom jobs they can do to contribute to the classroom community.

Caregivers Ms. Alyssa, Ms. Pitman, Ms. Loxas, stated that they have never heard Ms. White belittle a child. Ms. Alyssa stated that Ms. White may be louder than most teachers, especially with the school-age children. Ms. Pitman stated that she has heard Ms. White being loud with the children but Ms. Millstead has gotten after her for it and she has improved a lot since then. Ms. Loxas stated that there are a few caregivers who raise their voices with the children with Ms. White being one of them. Ms. Loxas further stated that Child B's Mother reported to her that Child B is afraid of Ms. White because of the way she raises her voice.

On 09/25/2018, Child B's Mother stated that she observed Ms. White to raise her voice with the children, but she never witnessed her yelling at the children. She never observed any child who appeared to be afraid of Ms. White. Child B reported to her that he is afraid of Ms. Jessica because she frequently yells at the children.

Child B's Mother was unable to provide me with Jessica's last name. She stated that she reported her concerns about Ms. Jessica to management.

On 09/25/2018, Child C's Mother stated that Child C is the sweetest girl ever, but when she would come home from a day with Ms. White, she was not herself. She described Child C as being agitated and cranky. She reported her concerns to Ms. Millstead, but Ms. Millstead told her that they could not fire her. Ms. White was moved to the school-age classroom, but that did not help because she continued to yell at the children. Child C's Mother stated that she has two children who are enrolled in the school-age classroom. She also witnessed Ms. White screaming profanities at a child in the hallway. She could not remember what profanities Ms. White used. She reported this to Ms. Millstead. Ms. Millstead told her that Ms. White was yelling at her own child. Child C's Mother stated that the center continued to move Ms. White from classroom to classroom until she decided to quit approximately three weeks ago.

Child C's Stepfather stated that as soon as he walked out of the classroom he could hear Ms. White yelling at the children. He described Ms. White's tone of voice as having a snarl in it and as a tone that should not be used with children. He stated that she spoke to the children as if she did not even want to be there.

On 09/25/2018, Child D's Mother stated that her experience with Ms. White has been fine. She has briefly observed Ms. White during pick up times and she has no concerns to report. She has never heard Ms. White yell at the children. She stated that Child D has special needs, so he would not be able to tell her if Ms. White yells at him, but he does not appear to be afraid of Ms. White.

On 09/25/2018, I attempted to interview Child E's Mother by telephone. I left a voicemail requesting a return call. I have not received a return call as of the date of this report.

APPLICABLE RULE	
R 400.8140	Discipline.
	(1) Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation shall be used.

ANALYSIS:	Child A's Mother, Child C's Mother, and Child C's Stepfather witnessed Ms. White yelling at the children, therefore, Ms. White did not ensure that positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation were used at all times when working with the children.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: On 08/17/2018, Ms. Millstead took two children from the school-age classroom down to the office to administer their medication. The two children returned to the classroom and sat down at the table with their peers who were waiting for lunch to be served. Ms. Millstead provided the two children with something to drink and then instructed the two children to take their pills. She then left the classroom. I observed one of the children take his pill out of his mouth and show it to the other children at the table. Ms. White was busy serving lunch and did not notice. Ms. Millstead came back into the classroom to check to make sure the children swallowed their pills. It was at this time when Ms. Millstead realized that one of the children took his pill out of his mouth. There was no communication between Ms. Millstead and Ms. White regarding the two children returning to the classroom with their medication.

APPLICABLE RULE	
R 400.8125	Staff and Volunteers.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	On 08/17/2018, Ms. Millstead did not provide appropriate care and supervision when she administered medication to a child. She did not ensure that the child swallowed the medication. The child returned to the classroom where he handled the pill and showed it to the other children.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION: On 08/17/2018, substitute program director Jonnie Millstead stated that she took over as program director sometime between late June and early July 2018. She stated that she does not meet the educational requirement of a program director, but she does qualify as a lead caregiver, so she is just filling in until the center hires a new program director. She reported that the owners had several interviews the week before, but she is not aware of the outcome of those interviews. She also reported that Ms. White does not qualify as a lead caregiver, but Ms. White has been working as a substitute lead caregiver since she was hired on 06/18/2018 and will continue to do so until the center hires a qualified lead caregiver. She clarified that Ms. White was the substitute lead caregiver for the preschool aged children before she was moved to the school-age classroom. I advised Ms. Millstead that when I observed in the school-age classroom that Child F (4-year-old, female) was present, therefore, a lead caregiver is also required for her as well. She stated that Ms. White was not required to complete a comprehensive background check at the time of hire. She stated that she completed an ICHAT and a DHHS central registry clearance on Ms. White at the time of hire. She indicated that she was unaware of the new law that requires all center staff to be fingerprinted by 09/30/2018 and for all new staff hired after 04/28/2018. She showed me the ICHAT and central registry results on file for Ms. White.

On 08/17/2018, Ms. White stated that sometimes she wishes there was a lead caregiver in the classroom, because she thinks she would make a great assistant teacher. She explained that her highest level of education is a high school diploma that she received in 2016, so aside from frequent babysitting and being a new mom, she has no experience working with young children.

APPLICABLE RULE	
MCL 722.115p	Child care center, group child care home, or family child care home; potential or current child care staff member convicted of crime.
	(1) Except as provided in section 5n(14) and (15), a child care center, group child care home, or family child care home shall not allow an individual to be a child care staff member without requesting a criminal history check as required by section 5n.
ANALYSIS:	On 06/18/2018, licensee designee Jaclyn Voss did not ensure that a criminal history check as required by section 5n was completed on Haley White before allowing her to be a child care staff member.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8122	Lead caregiver qualifications; responsibilities.
	<p>(6) Lead caregivers shall meet 1 of the following qualifications:</p> <p>(a) Bachelor's degree or higher in early childhood education, child development, or a child-related field.</p> <p>(b) Associate's degree or higher in early childhood education or child development.</p> <p>(c) Montessori credential with 480 hours of experience.</p> <p>(d) Valid child development associate credential with 480 hours of experience.</p> <p>(e) High school diploma/GED with 12 semester hours in early childhood education, child development, or a child-related field and 960 hours of experience.</p> <p>(f) High school diploma/GED with a combination of 12 semester hours and/or 18 CEUs to equal 180 clock hours in early childhood education, child development, or a child-related field and 1,920 hours of experience.</p>
ANALYSIS:	<p>Licensee designee Jaclyn Voss did not ensure that a qualified lead caregiver was provided for all preschool children. Ms. White does not qualify as a lead caregiver; however, she was the substitute lead caregiver for the combined early preschool and preschool children from 06/18/2018 until she was moved to the school-age classroom on or about 08/02/2018. Additionally, on 08/17/2018, Ms. Voss did not ensure that Child F was provided with a lead caregiver.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8113	Program director qualifications; responsibilities.
	<p>(9) Early childhood program directors shall meet 1 of the following qualifications:</p> <p>(a) Bachelor's degree or higher in early childhood education or child development.</p>

	<p>(b) Bachelor's degree or higher in a child-related field with 18 semester hours in early childhood education or child development and 480 hours of experience.</p> <p>(c) Associate's degree in early childhood education or child development with 18 semester hours in early childhood education or child development and 480 hours of experience.</p> <p>(d) Montessori credential with 18 semester hours in early childhood education or child development and 960 hours of experience.</p> <p>(e) Valid child development associate credential with 18 semester hours in early childhood education or child development and 960 hours of experience.</p> <p>(f) Sixty semester hours with 18 semester hours in early childhood education or child development and 1920 hours of experience.</p>
ANALYSIS:	<p>Licensee designee Jaclyn Voss did not ensure that the center had a qualified program director in place. Ms. Millstead took over as substitute program director sometime between late June and early July, however, she does not meet the educational requirements of a program director.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I continue to recommend the revocation of this child care center license.

Pamela Walker

10/11/2018

Pamela Walker
Licensing Consultant

Date

Approved By:

Katrice Sweet

10/12/2018

Katrice Sweet
Area Manager

Date