



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

August 6, 2019

Laura Zuniga  
Telamon Corporation  
416 N. Cedar  
Lansing, MI 48912

RE: License #: DC640023072  
Investigation #: 2019D1080015  
Hart Migrant Head Start

Dear Ms. Zuniga:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and 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.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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 (616) 356-0100.

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

Sincerely,

*Amanda Wendell*

Amanda Wendell, Licensing Consultant  
Bureau of Community and Health Systems  
2700 Baker St.  
P.O. Box 4290  
Muskegon Heights, MI 49444  
(231) 492-5410

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC640023072
<b>Investigation #:</b>	2019D1080015
<b>Complaint Receipt Date:</b>	06/03/2019
<b>Investigation Initiation Date:</b>	06/03/2019
<b>Report Due Date:</b>	08/02/2019
<b>Licensee Name:</b>	Telamon Corporation
<b>Licensee Address:</b>	416 N. Cedar Lansing, MI 48912
<b>Licensee Telephone #:</b>	(517) 323-7002
<b>Administrator:</b>	Laura Zuniga, Designee
<b>Licensee Designee:</b>	Laura Zuniga, Designee
<b>Name of Facility:</b>	Hart Migrant Head Start
<b>Facility Address:</b>	2354 E Polk Hart, MI 49420
<b>Facility Telephone #:</b>	(231) 873-2131
<b>Original Issuance Date:</b>	07/15/1994
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/01/2018
<b>Expiration Date:</b>	05/31/2020
<b>Capacity:</b>	65
<b>Program Type:</b>	CHILD CARE CENTER

**II. ALLEGATION(S)**

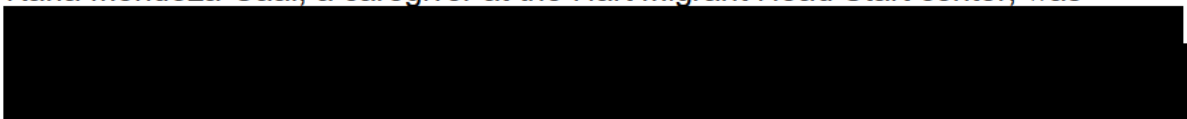
	<b>Violation Established?</b>
Caregiver Karla Mendoza-Caal is not conducive to the welfare of children.	Yes

**III. METHODOLOGY**

06/03/2019	Special Investigation Intake 2019D1080015
06/03/2019	Contact - Document Received Incident #062-0002166-19. Michigan State Police Department.
06/03/2019	Special Investigation Initiated - Telephone Interview with Michigan Department of Health and Human Services (MDHHS) worker Mr. Tim Thompson
06/04/2019	Inspection Completed On-site 9:00 A.M. – 11:00 A.M. Interviews with Ms. Mendoza-Caal and Center Director Ms. Jesica Galicia
06/04/2019	Contact - Telephone call received Interview with Program Director Ms. Mary Cater
06/14/2019	Contact - Document Received Email from Ms. Cater
07/03/2019	Contact - Telephone call made Interview with Assistant Prosecuting Attorney Mr. Chad DeRuin
07/03/2019	Exit Conference with Ms. Cater

**ALLEGATION:** Caregiver Karla Mendoza-Caal is not conducive to the welfare of children.

**INVESTIGATION:** On May 31, 2019, childcare licensing received notice that Ms. Karla Mendoza-Caal, a caregiver at the Hart Migrant Head Start center, was



[REDACTED]

[REDACTED]

[REDACTED]

I interviewed Ms. Mendoza-Caal regarding the allegations. She confirmed that she was substantiated for child abuse/neglect and will be working with MDHHS ongoing services, including therapy and parenting classes. She confirmed that she has been charged with a crime but denied knowing the specific charges. She stated that she hopes to meet with the prosecutor to have her charges dropped. I asked Ms. Mendoza-Caal about the night in question. She reported that she went to the store. MHM2 and MHM3 were sleeping and MHM1 did not want to go to the store. She left her phone and MHM1 accidentally called the police. Ms. Mendoza-Caal reported that she hurried back and explained everything. She stated that she was gone for approximately one hour. She reported that she was gone for approximately 30 minutes before calling, found out the police were there, and got home 20-25 minutes later. Ms. Mendoza-Caal reported that she did not know "exactly" what time she left, but she was gone for approximately one hour total. It should be noted that this statement is inconsistent with information provided in the law enforcement incident report. That report indicates that law enforcement arrived at the home at 7:15 P.M., Ms. Mendoza-Caal called at approximately 7:50 P.M., then again at approximately 7:55 P.M., the arrived at the home at approximately 8:40 P.M. It is not known how long the children were alone in the home prior to law enforcement arriving. In my interview with her, Ms. Mendoza-Caal reported that she has never left her children home alone before and will never leave them home alone again. Again, this statement is inconsistent with the report that MHM1 provided to law enforcement, stating that she and her sisters are left alone two to three times per week. She reported that she was at the store by herself. She had her husband's phone and he had gone with his nephew. Ms. Mendoza-Caal stated, "I know what I did was wrong. I'll never do it again. I love my job. I love working with kids". Ms. Mendoza-Caal denied that she told the center that she was arrested or is being charged. She stated that she was "waiting to see what happened" because "I'm no harm to no kid". Ms. Mendoza-Caal reported that she works in the infant room at the center. She is currently the lead caregiver and has previously been an assistant caregiver. She has an Infant/Toddler CDA. Ms. Mendoza-Caal has been working for the Telamon Corporation for four years; three of those at the current center, and one year at a different center. She is never alone with children; center policy is to always have two caregivers in a room.

I interviewed Center Director Ms. Jesica Galicia. Ms. Mary Cater is the Program Director but was not present during my onsite inspection. The center was unaware of Ms. Mendoza-Caal's police involvement. Ms. Galicia denied any concerns with Ms. Mendoza-Caal's involvement with children in care, but also denied that she spends any time in the classrooms. Ms. Menzoda-Call worked at the Mears Migrant Head Start center and transferred to Hart Migrant Head Start in 2017. Ms. Galicia stated that there is a policy that an individual cannot work at the center if they are being investigated for child abuse or neglect. She provided me with a copy of the

policy, which states, “where a staff member is suspected of child abuse and neglect, they shall be placed on suspension {removed from the workplace} for a period not to exceed 3 days with pay pending the results of the investigation. Longer suspensions require the Executive Director’s approval and may be without pay. Individuals suspected of child abuse must be removed from the site pending investigation and its results.” I requested that Ms. Galicia have Ms. Cater contact me when she returned to the center.

Ms. Cater contacted me the same day. She confirmed that the center was unaware of Ms. Mendoza-Caal’s criminal involvement. She confirmed that center policy prohibits Ms. Mendoza-Caal from working at the center while an investigation is ongoing. Ms. Cater agreed to contact the regional manager to confirm the appropriate steps, then call me back. Ms. Mendoza-Caal has been at the center for three years. She was promoted to lead caregiver partway through the 2018 season. She never works alone; center policy is that there are always at least two caregivers present in a room. She denied any previous concerns with Ms. Mendoza-Caal.

On 06/14/2019, I received an email from Ms. Cater. [REDACTED] Ms.

Carted stated that Ms. Mendoza-Caal told her that I would not be starting my investigation until after the court date, and asked Ms. Cater to ask me to write a letter stating she is able to work, in hopes that she would be able to have her suspension lifted. Ms. Cater informed Ms. Mendoza-Caal that corporate policy is that she cannot work until the investigation is complete. I confirmed to Ms. Cater that my investigation is ongoing and that I was not able to write the requested letter. Ms. Cater confirmed that Ms. Mendoza-Caal will remain on suspension until the investigation is completed.

[REDACTED]

[REDACTED]

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff and Volunteers.</b>
	(2) All staff shall be of responsible character and suitable to meet the needs of children.

<b>ANALYSIS:</b>	Ms. Mendoza-Caal is not of responsible character and suitable to meet the needs of children. [REDACTED] with child abuse 4 <sup>th</sup> degree.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>MCL 722.115m</b>	<b>Child care center, group child care home, or family child care home; requirements for licensure.</b>
	(2) ... If the department determines that a service, facility, applicant, licensee, child care staff member, or member of the household is not conducive to the welfare of the children, the department shall deny that application or revoke that licensee's license according to section 11.
<b>ANALYSIS:</b>	Ms. Mendoza-Caal is not conducive to the welfare of children. [REDACTED]
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**NOTE:** Though Ms. Mendoza-Caal has been determined to not be suitable to care for child care children and not conducive to the welfare of children, Ms. Cater, program director, immediately suspended Ms. Mendoza-Caal when informed of the MDHHS, law enforcement, and child care licensing investigations. Appropriate and timely action was taken by the center administration.



**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend no change in the status of this license.

*Amanda Wendell*

07/23/2019

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Amanda Wendell  
Licensing Consultant

Date

Approved By:

*Katrice Sweet*

07/25/2019

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Katrice Sweet  
Area Manager

Date