



STATE OF MICHIGAN
**Department of
Health and
Human Services**

Memo

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Child Welfare Licensing

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To: Child Placing Agencies
Approved Governmental Units
Date: July 22, 2015
From: Janice M Tribble, Director of Child Welfare Licensing
Subject: CPA Letter 2015-2: Foster Parent Bill of Rights: Grievance Reporting

This communication is in regards to rule R 400.12210 Grievance handling: "An agency shall have a written grievance handling procedure" and the Foster Care Bill of Rights.

The reporting requirements of the Foster Care and Adoption Services Act, MCL 722.953, also known as the Foster Parent Bill of Rights, will be compiled and submitted by the Division of Child Welfare Licensing (DCWL), formerly known as BCAL.

It is important that your agency's grievance policy is in accordance with the Foster Parent Bill of Rights Law. According to MCL722.958a(8),

"The supervising agencies shall provide the information regarding the grievances and administrative hearings received under this section to the Department for compilation and submission of a report to the appropriations subcommittees for the Department's budget and the senate and house of representatives standing committees having jurisdiction over issues involving human services. The Department shall provide the report described in this section beginning October 1, 2015 and each October 1 after that. The report shall include, at a minimum, all of the following:

- (a) The total number of grievances filed for the reporting period.
- (b) The total number of grievances resolved within 30 days.
- (c) The total number of grievances that were not resolved within 30 days.
- (d) The total number of complaints filed with the department's Bureau of Children and Adult Licensing, including the number of licensing actions that resulted from those complaints.
- (e) A summary of any policy changes that were initiated in response to the grievances filed.
- (f) The total number of grievances that resulted in an administrative hearing process, including the number of actions where the administrative law judge denied or dismissed the action, agreed with the supervising agency, or agreed with the foster parent.

The attached spreadsheet may assist in fulfilling the reporting requirement of the Foster Parent Bill of Rights. The data will be due to DCWL by July 31, 2015 for the reporting period of 4/1/15-6/30/15.

Please contact Carol Slottke with any questions, slottkec1@michigan.gov or 517 284-9744. The address is MDHHS-Division of Child Welfare Licensing, 235 S. Grand Ave, Suite 407, Lansing, MI 48909.