

**THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES
DEPARTMENT OF CHILDREN AND FAMILIES
CENTRAL ADMINISTRATIVE OFFICE
600 WASHINGTON STREET
BOSTON, MASSACHUSETTS 02111**

Linda Spears
Commissioner

Voice: (617) 748-2000
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IN THE MATTER OF)

AY)
FH #2017-0519)

) **FAIR HEARING DECISION**
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Procedural History

The Appellant in this Fair Hearing is AY (hereinafter "AY" or "the Appellant"). The Appellant appealed the Department of Children and Families' (hereinafter "DCF" or "the Department") decision to support the allegation of physical abuse and neglect pursuant to M.G.L. c. 119, §§51A and B.

On April 12, 2017, the Department received three (3) 51A reports alleging physical abuse of La (hereinafter "La" or "the children") by the Appellant. One 51A report alleged neglect of La, his brother L (hereinafter "L") and his sister Le (hereinafter "Le" or "the children"). The Department conducted an emergency response and, on April 20, 2017, the Department made the decision to support physical abuse of La and neglect of the children by the Appellant. The Department notified the Appellant of its decision and her right to appeal.

The Appellant made a timely request for a Fair Hearing under 110 CMR 10.06. The Hearing was held on June 22, 2016 at the DCF [REDACTED] Area Office. All witnesses were sworn in to testify under oath. The record remained open at the conclusion of the Fair Hearing. The Appellant submitted additional information, which was reviewed, entered into evidence and considered in the decision making of the instant case. The record closed on July 7, 2017.

The following persons appeared at the Fair Hearing:

Carmen Temme	Fair Hearing Officer
AY	Appellant/Mother
JM	Father
JB	Department Response Social Worker
JV	Department Supervisor

In accordance with 110 CMR 10.03, the Hearing Officer attests to impartiality in this matter, having no direct or indirect interest, personal involvement, or bias in this case.

The Fair Hearing was recorded pursuant to DCF regulations. 110 CMR 10.26

The following documentary evidence was entered into the record for this Fair Hearing:

For the Department:

Exhibit A	DCF Intake Report/51A Report, dated 4/12/2017@9:21am
Exhibit B	DCF Intake Report/51A Report, dated 4/12/2017@10:09am
Exhibit C	DCF Intake report/51A Report, dated 4/12/2017@4:12pm
Exhibit	DCF Child Abuse/Neglect Emergency Response, completed 4/20/2017

For the Appellant:

Exhibit 1	Appellant's correspondence requesting a Fair Hearing, dated 4/28/2017
Exhibit 2	DCF Emergency Safety Contract, signed by JB, dated 4/12/2017
Exhibit 3	Appellant's notarized statement, dated 7/3/2017

The Hearing Officer need not strictly follow the rules of evidence....Only evidence which is relevant and material may be admitted and form the basis of the decision. 110 CMR 10.21

Issue to be Decided

The issue presented in this Hearing is whether, based upon the evidence and the Hearing record as a whole, and on the information available at the time of and subsequent to the response, the Department's decision or procedural action, in supporting the 51A report, violated applicable statutory or regulatory requirements, or the Department's policies or procedures, and resulted in substantial prejudice to the Appellant. If there is no applicable statute, policy, regulation or procedure, the issue is whether the Department failed to act with a reasonable basis or in a reasonable manner, which resulted in substantial prejudice to the Appellant. For a decision to support a report of abuse or neglect, giving due weight to the clinical judgments of the Department social workers, the issue is whether there was reasonable cause to believe that a child had been abused or neglected and the actions or inactions by the parent(s)/caregiver(s) placed the child(ren) in danger or posed substantial risk to the child(ren)'s safety or well-being; or the person was responsible for the child(ren) being a victim of sexual exploitation or human trafficking. 110 CMR 10.05; DCF Protective Intake Policy #86-015, rev. 2/28/16

Findings of Fact

1. The subject children of this Fair Hearing are La, L and Le; at the time of the subject 51A report, La was five (5) years old, L was thirteen (13) years old and Le was eleven (11) years old. (Exhibits A-C, p.1; Exhibit D, p.1)
2. The children's father is JM (hereinafter "JM"). The Appellant is the children's mother and primary caregiver; therefore, she is deemed a caregiver pursuant to Departmental regulation 110 CMR 2.00. (Fair Hearing Record); DCF Protective Intake Policy #86-015, rev. 2/28/16
3. In May 2015, the Department received three (3) 51A reports alleging sexual abuse and of L by a [REDACTED] staff member; these reports were screened out with a referral to the District Attorney. (Exhibit A, p.8; Exhibit B, p.9; Exhibit C, p.11)
4. On August 11 and August 16, 2016, the Department received two (2) 51A reports alleging physical abuse of La by his father JM. The Department conducted a response and supported the allegation of physical abuse. La presented at his summer school program with broken blood vessels above and below the left eye and a ½-inch abrasion to the left of his left eye. The school nurse and pediatrician believed to be the result of an impact.¹ La repeatedly stated to "numerous professionals throughout the day" that the injury was the result of JM slapping him. The three (3) children reported that the Appellant and JM "routinely slap and pinch them in response to their undesired behaviors." La and Le expressed fear of JM and the Appellant due to this discipline. The Appellant denied that JM caused the injury to La's eye and that they utilized physical discipline. The Appellant gave varying accounts of when she observed the marks and how she believed it happened. The Department noted that the Appellant had been dishonest at the time about JM being in the home. Due to the aforementioned, the case opened for additional assessment and safety planning and the parents' need to recognize and appropriately discipline their "developmentally challenged sons." At the time, La was being evaluated for "developmental delays and appears to have speech issues." L "had significant PDD." (Exhibit A, pp. 8-9; B, pp.7-8; Exhibit C, pp. 9-11)
5. On October 2016, the Department closed its case with the family. The Department writes that it was "recommended" that the family continue to follow the DCF safety plan, which stipulated that JM not be alone with the children, and that no physical discipline be used.² Should the Appellant and JM feel "overwhelmed in parenting it is recommended that the family utilize their support network and/or consider community based services such as a parenting group." (Exhibit A, p.8; Exhibit B, p.9; Exhibit C, p.11)
6. At the time of the subject 51A response, the Appellant was seven (7) months pregnant and

¹ At Fair Hearing, the Appellant and JM repeatedly focused on this previously supported allegation. The Appellant maintained that the marks on LA's face were from an allergic reaction, not the result of physical abuse. (Testimony Appellant; Testimony JM) The Appellants did not provide any supporting medical information to the DCF Area Office during its ensuing involvement with the family or to the Hearing Officer. The case remained open with the DCF [REDACTED] Area Office at the time of the Fair Hearing (Fair Hearing Record)

² The Appellant and JM repeatedly focused on the previous safety plan; this was not pertinent nor an issue for resolution in the instant case. (Testimony Appellant; Testimony JM; Exhibit 1; Exhibit 3)

considered high-risk.³ (Exhibit A, p.3; Exhibit B, p.3; Exhibit D, p.4)

7. At the time of the subject 51A response, La received special educational services for speech. School staff reported that at times La was "whiney" and did not listen; however, he was not a behavioral concern. JB was aware of this during her emergency response. (Exhibit D, p.2) According to the Appellant, La "was diagnosed with borderline developmental delay and ADD." L was "diagnosed autistic with developmental delays." Le was "diagnosed with ADD." None of the children took medication; the Appellant did not believe in medication and turned to natural and behavioral interventions.⁴ (Testimony Appellant)

8. On April 12, 2017, the Department received three (3) 51A reports pursuant to M.G. L. c. 119, §51A from mandated reporters alleging physical abuse of La by the Appellant; the third 51A report alleged neglect of the three (3) children by the Appellant. The Department initiated an emergency response following receipt of the first 51A report at 9:21am as school staff at the [REDACTED] Early Childhood Center⁵ observed La with "multiple marks on his face" upon his arrival. The school nurse examined La; the nurse observed the marks. The nurse did not recommend additional medical follow-up; staff applied ice to the area. La informed the school nurse that the Appellant was attempting to remove splinters from his thumb; the Appellant got mad and hit him because he would not give her his hand. La demonstrated the Appellant's actions by "fake punching himself." La had a mark over his right eye, near his eyelid, slightly larger than the size of a dime. La had a two (2) inch scratch on the left side of his face. The entire left side of the child's face was observed to be red. (Exhibit A, p.3; Testimony JB)

9. The 51A report was assigned for an emergency response, pursuant to M.G.L. c. 119, § 51A to JB from the DCF [REDACTED] Area Office. (Exhibit D; Testimony JB)

10. The second 51A noted similar marks on La's face including redness on the right side of his neck, a line and broken blood vessels. When asked what happened, La at first stated "nothing." He then stated that someone hit him and then said dad. Le was observed to be "nervous and fidgety" when asked if she knew what happened to La's face. Le informed a teacher that she did not want to lie. Le reported that it was the Appellant and not JM who hit La. Le "said that her mother has anger issues." La was squirming as the Appellant attempted to remove splinters from his fingers. The Appellant told Le to hold La down while she removed the splinters. The Appellant hit him several times when he continued to squirm. Le told the Appellant to stop because she was going to get into trouble for hitting him. A neighbor reportedly came over due to the screaming; at that point, the Appellant told Le to get an ice pack for La's face.⁶ The mandated reporter contacted the Appellant who reported that La hit his head on the doorknob as she was attempting to remove the splinters. The Appellant reported that she "was stressed out about the splinters b/c her father had his leg amputated b/c of splinters that were in his foot." The

³ The Appellant and JM made frequent reference to the Appellant being a high-risk pregnancy during the course of the subject 51A emergency response. (Testimony Appellant; Testimony JM) The Department was aware of the Appellant's condition. (Testimony JB; Testimony JV) JM planned to "sue" the Department should complications have occurred due to the increased stress upon the Appellant. (Testimony JM) The newborn child was present at the Fair Hearing.

⁴ The Fair Hearing Record is absent school or medical corroboration of the reported diagnoses. Additionally, the Appellant did not inform the Department of these reported diagnoses during the 51A response. (Fair Hearing Record)

⁵ The children attended this program before and after school until 6:00pm (Exhibit B, p.3)

⁶ The Appellant denied that a neighbor responded to the residence. (Testimony Appellant)

Appellant told La that if he did not stay still, she would have to take him to the hospital and they would cut off his finger. (Exhibit B, p.3; Testimony JB)

11. The third 51A report noted concerns with the Appellant's repeated phone calls to Le while Le was on a school field trip. When given permission to answer her cell phone, the Appellant was "yelling and screaming" at Le, asking what she told the school about the previous night's incident. The Appellant told Le that if she told what happened, Le would be removed from the home and not see her family. Le was "hysterical" when the call ended. Le then spoke with a school staff and reported that when the Appellant attempted to remove a splinter from La's finger she slapped La 'very hard and it left a mark on his face' because La was trying to get away. The mandated reporter noted that Le had a "communication disability" and had a low IQ. Le was in a specialized classroom and was doing very well in school. Due to her communication disability, staff clarified with Le what occurred in the home. Le was clear that the Appellant hit La. (Exhibit C, p.3)

12. At the conclusion of its emergency response, the Department supported the aforementioned report for physical abuse of La by the Appellant. The Department based this determination on the following:

- La sustained injuries to his cheek, upper eye and neck area while in the care of the Appellant. (Testimony JB; Exhibit D, p.2, p.8, p.9)
- La, L and Le reported the same incident wherein the Appellant became angry at La and hit him. (Testimony JB, Exhibit D, p.2, p.3, p.5, p.9)
- The Appellant's contention that La's injuries were sustained when he hit his face on a doorknob. (Testimony JB, Exhibit D, p.3, p.4, p.9)
- La's facial injuries did not appear to be the caused by hitting the doorknob. There were "several different marks on his face and the marks on his cheek cover a large area. The marks on his cheek resemble popped blood vessels." (Testimony JB; Exhibit D, p.2, p.8, p.9)
- The family's previous involvement with the Department due to physical abuse of La by JM. (Testimony JB, (Exhibit A, pp. 8-9; B, pp.7-8; Exhibit C, pp. 9-11; Exhibit D, p.3, p.4, p.9, p.10)

The Department concluded that this constituted physical abuse of La by the Appellant as defined by its regulations and policies. (Testimony JB; Testimony JV; Exhibit D, pp.8-10)

13. The Department's decision to support the allegation of physical abuse was made in conformity with its regulations, policies and with a reasonable basis. (110 CMR 2.00, 4.32; DCF Protective Intake Policy "86-016, rev. 2/28/16) (Fair Hearing Record)

14. I find, by a preponderance of the evidence, that the Appellant, became angry and frustrated with La when attempting to remove a splinter. The Appellant struck La resulting in injuries to his face. (Exhibit A, Exhibit B, Exhibit C; Exhibit D; Testimony JB). I do not credit the Appellant's repeated denial that she struck La, maintaining instead that La hit his face on the doorknob. (Testimony Appellant; Exhibit 1; Exhibit 3; Exhibit D, p.3, p.4) I credit the children's collective and overall consistent account of the reported incident, having been interviewed separately by JB

and repeating the story to various professionals on that day.⁷ (Exhibit A; Exhibit B; Exhibit C; Exhibit D; Testimony JB) I find that the children had no motivation to fabricate such a story. (Fair Hearing Record)

15. During the course of the 51A response, JV spoke with "RU"⁸ (hereinafter "RU"); RU is a close friend of the Appellant, an identified support, alternative caretaker and the children's godmother. (Testimony Appellant; Testimony JV; Exhibit D, p.6, p.8; Exhibit 2) According to the Appellant, RU picked the children up from school on the day of the reported incident. Le reportedly told RU that school staff repeatedly asked Le questions and kept asking until she gave the right answer, thereby "baiting her." I do not credit this contention. DCF Supervisor JV (hereinafter "JV") spoke with RU on two (2) occasions on April 12, 2017; on one (1) occasion, RU called JV back, indicating that she had the DCF telephone number. While surprised by the reported concerns, when informed of the children's independent statements, RU assumed that the Appellant was overwhelmed and "lost it." RU stated that she would encourage the Appellant to be honest and accept services offered by the Department. RU offered herself as a placement resource if necessary. (Exhibit D, p.6; Testimony JV) Additionally, RU was present when JB made her final in person contact with the family at 4:30pm on April 12, 2017 RU raised no concern that Le had been "baited." (Exhibit D, p.5)

16. The Appellant focused on Le reportedly informing her when she called Le's cell phone, that a particular staff member was "her best friend." Le reportedly became "hysterical" when the Appellant told her she had a big issue with an adult being her best friend. The Appellant denied that she was upset about the 51A response, rather upset that an adult was identified as Le's best friend. The Appellant repeatedly stated that she had a problem Le telling "stories," "family business" or "family secrets." The Appellant further contended that anytime she would question Le, Le immediately started to cry. The Appellant did confirm that she told Le that she DCF could take her away if she "told stories." The Appellant knew this as she "used to work for DSS."⁹ (Testimony Appellant)

17. The Appellant provided significantly different reasons for why the children made the allegations. During the 51A response, she believed La and L told the same story, as they were mad at her for having another child. (Exhibit D, p.4) This contention is without merit, particularly as Le was present and observed the reported incident. (Exhibit D, p.5) The Appellant testified at Fair Hearing that the children were upset with her because she had taken away their electronic as punishment. Additionally, the Appellant testified that La hit his face on the doorknob prior to Le entering the bathroom. (Testimony Appellant) I do not credit this contention; the Appellant did not provide this information during the course of the 51A response. I find it reasonable to believe that the Appellant would have recalled such in time information. Overall, I do not find the Appellant to be credible. Adding additional credibility to Le's account of the incident was her level of distress after speaking with the Appellant who told her not to tell and that she could be removed from the home. Despite this, Le maintained her story to JB. (Exhibit D, p.4) I find that the Appellant's use of physical force caused injuries and placed L at

⁷ This Hearing Officer did consider and weigh La stating on one occasion that his father caused the marks (Testimony JB; Exhibit B, p.3) and L telling school staff that saw the Appellant punch La. (Testimony JB; Exhibit D, p.3)

⁸ This Hearing Officer utilized the surname of "U" to denote that the surname was not identified, hence Unknown. (Fair Hearing Record)

⁹ Department records do not indicate such involvement. (Exhibit A, Exhibit B, Exhibit C; Exhibit D)

substantial risk of physical injury. 110 CMR 2.00, Cobble v. Commissioner of the Department of Social Services, 719 N.E.2d 500, 430 Mass.385 (1999)

18. Additionally, the Department supported the subject 51A reports for neglect of the children by the Appellant. The Department based this determination on the following:

- The Appellant and JM's continued use of inappropriate discipline with La while in the presence of L and Le. (Testimony JB; Exhibit D)
- L and Le "were visibly impacted and emotional over the events that occurred the night of the incident. L was afraid to talk with JB and appeared nervous. He described hearing a lot of yelling and crying. (Testimony JB; Exhibit D, p.3, p.8, p.9)
- Le was visibly upset at school after speaking with her mother on her phone. The Appellant blamed her for the Department's involvement and threatened that she would not see her family again if she spoke about the incident. Due to the aforementioned, the school requested a well child check by the police at the Appellant's residence. (Testimony JB; Exhibit B, p.3; Exhibit C, p.3, Exhibit D, p.5, p.9)

The Department concluded that this constituted neglect of La, L and Le by the Appellant as defined by its regulations and policies. (Testimony JB; Testimony JV; Exhibit D, pp.8-10)

19. I find, in light of the aforementioned, that the evidence is sufficient to support the allegation of neglect. The Department's decision to support the allegation of neglect was made in conformity with its regulations, policies and with a reasonable basis. 110 CMR 2.00, 4.32 (Fair Hearing Record) Adding additional concern for the children's safety and well-being was L and La's report that the Appellant frequently became angry (Exhibit D, p.4, p.5), the Appellant's past and in-time dishonesty. (Exhibit D, p.8) The aforementioned "poses substantial risk to the child(ren)'s safety or well-being..." DCF Protective Intake Policy "86-016, rev. 2/28/16

Applicable Standards

Caregiver is defined as:

- (1) A child's parent, stepparent or guardian, or any household member entrusted with responsibility for a child's health or welfare; or
- (2) Any other person entrusted with responsibility for a child's health or welfare, whether in the child's home, a relative's home, a school setting, a child care setting (including babysitting), a foster home, a group care facility, or any other comparable setting.

As such, the term "caregiver" includes, but is not limited to school teachers, babysitters, school bus drivers and camp counselors. The "caregiver" definition should be construed broadly and inclusively to encompass any person who at the time in question is entrusted with a degree of responsibility for the child. This specifically includes a caregiver who is a child such as a babysitter under age 18. DCF Protective Intake Policy #86-015, rev. 2/28/16

"[A] presentation of facts which create a suspicion of child abuse is sufficient to trigger the requirements of s. 51A." Care and Protection of Robert, 408 Mass. 52, 63 (1990) This same reasonable cause standard of proof applies to decisions to support allegations under s. 51B. Id. at 64; M.G.L. c. 119, s. 51B "Reasonable cause" implies a relatively low standard of proof which, in the context of 51B, serves a threshold function in determining whether there is a need for further assessment and/or intervention. Id. at 64

“Reasonable cause to believe” means a collection of facts, knowledge or observations which tend to support or are consistent with the allegations, and when viewed in light of the surrounding circumstances and credibility of persons providing information, would lead one to conclude that a child has been abused or neglected. 110 CMR 4.32(2)

“Abuse” is defined as (1) The non-accidental commission of any act by a caregiver which causes or creates a substantial risk of physical or emotional injury or sexual abuse to a child; or (2) The victimization of a child through sexual exploitation or human trafficking, whether or not the person responsible is a caregiver. This definition is not dependent upon location. Abuse can occur while the child is in an out-of-home or in-home setting. DCF Protective Intake Policy #86-015, rev. 2/28/16

“Physical Injury” is defined as death; or fracture of a bone, a subdural hematoma, burns, impairment of any organ, and any other such non-trivial injury; or soft tissue swelling or skin bruising depending upon such factors as the child’s age, the circumstances under which the injury occurred, and the number and location of bruises. DCF Protective Intake Policy #86-015, rev. 2/28/16

“Substantial Risk of Injury” is defined as: “A situation arising either through intentional act or omission which, if left unchanged, might result in physical or emotional injury to a child or which might result in sexual abuse to a child.” DCF Protective Intake Policy #86-015, rev. 2/28/16

“Neglect” is the failure by a caregiver, either deliberately or through negligence or inability, to take those actions necessary to provide a child with minimally adequate food, clothing, shelter, medical care, supervision, emotional stability and growth, or other essential care; malnutrition; or failure to thrive. Neglect cannot result solely from inadequate economic resources or be due solely to the existence of a handicapping condition. DCF Protective Intake Policy #86-015, rev. 2/28/16

A finding of support requires that there be: reasonable cause to believe that a child(ren) was abused and/or neglected; *and* the actions or inactions by the parent(s)/caregiver(s) place the child(ren) in danger or pose substantial risk to the child(ren)’s safety or well-being; or the person was responsible for the child(ren) being a victim of sexual exploitation or human trafficking. (DCF Protective Intake Policy #86-015, rev. 2/28/2016)

“Danger” is defined as a condition in which a caregiver’s actions or behaviors have resulted in harm to a child or may result in harm to a child in the immediate future. DCF Protective Intake Policy #86-015, rev. 2/28/16

“Risk” is defined as the potential for future harm to a child. DCF Protective Intake Police, (rev. 2/28/2016)

To prevail, an Appellant must show based upon all of the evidence presented at the hearing, by a preponderance of the evidence that: (a) the Department's or Provider's decision was not in conformity with the Department's policies and/or regulations and/or statutes and/or case law and resulted in substantial prejudice to the Appellant, (b) the Department's or Provider's procedural actions were not in conformity with the Department's policies and/or regulations, and resulted in substantial prejudice to the aggrieved party, (c) if there is no applicable policy, regulation or procedure, that the Department or Provider acted without a reasonable basis or in an unreasonable manner which resulted in substantial prejudice to the aggrieved party; or (d) if the challenged decision is a supported report of abuse or neglect, that the Department has not demonstrated there is reasonable cause to believe that a child was abused or neglected and the actions or inactions by the parent(s)/caregiver(s) placed the child(ren) in danger or posed substantial risk to the child(ren)'s safety or well-being; or the person was responsible for the child(ren) being a victim of sexual exploitation or human trafficking. 110 CMR 10.23; DCF Protective Intake Policy #86-015, rev. 2/28/16

Analysis

It is undisputed that the Appellant was a caregiver for the children. 110 CMR 2.00; DCF Protective Intake Policy #86-015, rev. 2/28/16

The Appellant disputed the Department's decision to support the allegations of physical abuse of La and neglect of the three (3) children. Despite the Appellant's repeated denial that she struck La on the face while removing a splinter, I find that the evidence in its totality is sufficient to support the Department's determination of physical abuse of La, noting significant concerns with the Appellant's credibility. Considering the child's age, the location of the injuries and the level of the Appellant anger/frustration, the Appellant's non-accidental actions constituted abuse and placed the child in danger. 110 CMR 2.00; DCF Protective Intake Policy #86-015, rev. 2/28/16

The Appellants actions during the reported incident, witnessed by Le and overheard by L, her statement made to La that his finger could be cut off, and statement/threats made to Le during the cell phone conversation constitute a failure to provide "minimally adequate emotional stability and growth..." per Departmental regulation 110 CMR 2.00. Raising additional concern is the Appellant's belief and clear directive that the children are not to discuss issues that occur within the home. This coupled with the Appellant's anger issues poses a "substantial risk to the child(ren)'s safety or well-being." DCF Protective Intake Policy #86-015, rev. 2/28/2017 The Court in Lindsay determined that neglect does not require evidence of actual injury to the child. Lindsay v. Dep't of Soc. Servs., 439 Mass. 789, 794-795 (2003). In this case L and Le were not physically harmed. They were however fearful of the Appellant's reaction during the reported incident and anger issues. "If children are to be protected from neglect, it makes no sense for the department to wait until neglect has already run its course to the point of producing physical or emotional injury." Lindsay v. Dep't of Soc. Servs., 439 Mass. 789, 795 (2003)

The evidence, in its totality, was sufficient to support the Department's determination of physical abuse and neglect, as delineated in its regulations and policy. The Appellant did not present persuasive evidence in this matter to allow for a reversal of the Department's support decision for physical abuse and neglect.

Conclusion and Order

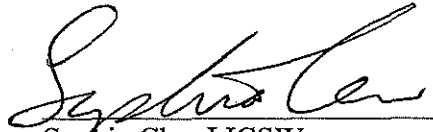
The Department's decision to support the 51A report for physical abuse of La and neglect of La, L and Le by the Appellant, is **AFFIRMED**.

This is the final administrative decision of the Department. If the Appellant wishes to appeal this decision, she may do so by filing a complaint in the Superior Court in Suffolk County, or in the county in which she resides, within thirty (30) days of the receipt of this decision. (See, M.G.L. c. 30A, §14.) In the event of an appeal, the Hearing Officer reserves the right to supplement the findings.



Carmen Temme
Administrative Hearing Officer

11/8/2017
Date



Sophia Cho, LICSW
Supervisor, Fair Hearing Unit