



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

February 2, 2017

Kelly Devereaux
Mentors of Michigan, Inc.
Suite 100
215 E. Big Beaver
Troy, MI 48083

RE: License #: AS630282446
Investigation #: 2017A0987004
Glasgow

Dear Ms. Devereaux:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 (248) 975-5053.

Sincerely,

A handwritten signature in blue ink, appearing to read "Linda Pavlovski".

Linda Pavlovski, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(586) 835-6827

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630282446
Investigation #:	2017A0987004
Complaint Receipt Date:	11/14/2016
Investigation Initiation Date:	11/15/2016
Report Due Date:	01/13/2017
Licensee Name:	Mentors of Michigan, Inc.
Licensee Address:	19460 Glenn Roseville, MI 48066
Licensee Telephone #:	(248) 740-0964
Administrator:	Kelly Devereaux
Licensee Designee:	Kelly Devereaux
Name of Facility:	Glasgow
Facility Address:	5710 Glasgow Troy, MI 48085
Facility Telephone #:	(248) 828-2947
Original Issuance Date:	05/05/2006
License Status:	REGULAR
Effective Date:	11/09/2014
Expiration Date:	11/08/2016
Capacity:	6
Program Type:	MENTALLY ILL DEVELOPMENTALLY DISABLED PHYSICALLY HANDICAPPED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Residents are poorly supervised. A vehicle with flat tires is parked out front. Residents wander through the neighborhood and lay in the streets and on sidewalks. The staff do not work in favor of the residents in the home. Staff members will speed up and down the road with residents in the vehicle.	No

III. METHODOLOGY

11/14/2016	Special Investigation Intake 2017A0987004
11/15/2016	Special Investigation Initiated - Letter E-mailed Oakland County (Office of Recipient Rights) ORR director to inform about assigned investigation and to inquire what ORR advisor is assigned to Glasgow AFC home.
11/15/2016	Contact - Telephone call made Interviewed complainant regarding the concerns with Glasgow home.
11/16/2016	APS Referral Coordinated investigation with assigned Adult Protective Services (APS) worker, Sherry Smith.
11/18/2016	Inspection Completed On-site Conducted staff and resident interviews.
12/22/2016	Contact - Telephone call made Phone message left for Mr. Milan Chonich.
12/22/2016	Contact - Document Sent E-mailed Mr. Milan Chonich.
12/22/2016	Contact - Telephone call received Interviewed Mr. Milan Chonich.
12/22/2016	Contact - Telephone call made Phone call to licensee, Kelly Devereaux.
01/24/2017	Exit Conference Conducted exit conference with licensee, Kelly Devereaux.

ALLEGATION:

Residents are poorly supervised. A vehicle with flat tires is parked out front. Residents wander through the neighborhood and lay in the streets and on sidewalks. The staff do not work in favor of the residents in the home. Staff members will speed up and down the road with residents in the vehicle.

INVESTIGATION:

On 11/14/16 a complaint was received regarding concerns with the level of supervision that is being provided to the residents at Glasgow group home. On 11/15/16 I initiated my investigation by contacting the Oakland County Office of Recipient Rights to inform them of the allegations presented to licensing. On 11/15/16 I also interviewed the Complainant about the concerns of supervision at the Glasgow group home. On 11/16/16 I coordinated the investigation with the assigned Adult Protective Services (APS) worker, Sherry Smith. On 11/18/16 I conducted an onsite inspection and interviewed the Glasgow staff, residents, and licensee Kelly Devereaux.

On 11/18/16 I interviewed staff member Damika Johnson. Ms. Johnson stated that she has worked for Mentors of Michigan for two years and works midnights from 10:00 p.m. to 9:00 a.m., and is on-call for Saturdays if needed. Ms. Johnson stated that one of their newer residents just moved to the home and it was really important for him to have his car as well. Ms. Devereaux made sure to tow the vehicle to the home and it was in the driveway for a few days until they could make room in the garage for it—it is an old, vintage car that needs a lot of repair and this is something that the resident is passionate about. All the residents were excited to help and work on this vehicle. Supervision of the residents is always a priority, and their whereabouts are always known. There is a required daily staff log sheet where during each shift staff are supposed to document notes on the residents and any special instructions for the next shift. She has not personally witnessed any of the residents wandering through the street, etc. because of her shift hours. Ms. Johnson explained that everyone knows that Resident A likes to lay on the concrete ground mostly in the backyard, but sometimes will go in the front as well. Ms. Johnson stated that she never witnessed it herself, but knows that it is just one of Resident A's ways to calm himself down. The residents have a right to be outside and walk around, and the staff always make sure they are being supervised. In regards to transporting residents, Ms. Johnson is unable to answer that concern since she works during the midnight shift. However, she does not believe that any of the staff would deliberately place the residents at risk by driving fast in the neighborhood.

On 11/18/16 I interviewed staff member Michele Raby. Ms. Raby stated that she has been working for Mentors of Michigan for eleven years, and typically works the afternoon shift from noon to 7:00 p.m. In regards to the issue with an old vehicle parked in the driveway, this is true. Resident B recently moved into the home and wished to bring his car with him—it was in the driveway for about a week and is broken down. It was moved into the garage shortly after it arrived to the home. Resident B plans on

working on the vehicle as a hobby. Ms. Raby explained that the residents are permitted to go outside with appropriate staff supervision. Resident A is one of the residents in the home that does go outside and lays his head on the concrete either in the front or backyard. Staff are always within eyesight of Resident A and the other residents, and if they notice that Resident A moves around they appropriately redirect him to return to the home. Resident C loves to walk and is permitted to walk up and down the sidewalk in front of the house. Again, there is appropriate supervision. In regards to the transporting and speeding on the street--Ms. Raby explained that she does provide transportation to the residents but never speeds in the company vehicle with residents.

On 11/18/16 I interviewed staff member Debra Geldhof. Ms. Geldhof stated that she has been employed with Mentors of Michigan for six months, and typically works the midnight shifts from 11:00 p.m. to 7:00 a.m. shift, and some day shifts from 11:00 a.m. to 7:00 p.m. Resident A is the only resident that will lay on the driveway, sidewalk, or in the backyard to help him relax and calm down. Resident A and all of the residents are supervised at all times, and redirected whenever it is needed. Ms. Geldhof stated that the resident's safety and protection are always a priority, and she believes the residents are treated with respect and dignity. Ms. Geldhof explained that she does not provide transportation for the residents, but never witnesses any of the staff members racing through the neighborhood. And finally, in regards to the broken vehicle, Resident B recently moved into the home and brought his old car with him. It is old and broken down, and the car was in the driveway for about a week until it could be moved into the garage. Most of the residents were excited to work on the car in their free time with Resident B.

On 11/18/16 I interviewed staff member Cynthia Dunbar. Ms. Dunbar stated that she has been working for Mentors of Michigan for ten years and typically works at Glasgow on Tuesdays from 11:00 a.m. to 7:00 p.m., and then works at other homes for the company on different days. Resident A is known for laying on the concrete ground and staff are aware of this and are within eye sight according to his behavioral plan approved by Community Mental Health. The staff are required enter staff notes during each shift for communication purposes, and supervision/whereabouts of the residents are documented. Ms. Dunbar explained that she does provide transportation and does not speed when with residents.

On 11/18/16 I interviewed staff member Aleshia Devereaux. Ms. Devereaux stated that she has been working for Mentors of Michigan since 2007, and has been working regularly at Glasgow since July 2016 from 9:00 a.m. to 8:00 p.m. Monday, Tuesday, and then Friday through Sunday. Resident A is the resident that is known for laying on the concrete ground outside, and also does this inside the home as well. Resident A's entire team (legal guardian, family, CMH case manager, and all staff) are aware of this behavior and the supervision level is within eyesight. Ms. Devereaux stated that she understands that this may look "odd" from any outsider, but Resident A is not harming anyone and this is a way that he soothes himself. If Resident A goes across the street, staff are aware and appropriately redirect him back to the home. Also, Resident C likes to walk up and down the sidewalk in front of the home for exercise, but is always

supervised. Supervision is taken very seriously in the home, and Ms. Devereaux stated that she does not feel that the residents are left unsupervised at any time. Ms. Devereaux explained that she does not provide transportation, but she has never witnessed her co-workers speeding with the residents. And finally, there was an old vehicle in the driveway for a couple days because one of the residents recently moved into the home and wanted to bring his car. Resident B enjoys working on the car as a hobby and the other residents have come to enjoy it too.

On 11/18/16 I interviewed Residents B, C, D, E, and F. Resident A could not be interviewed, however, I was able to observe his documented behaviors and laying on the concrete ground on the sidewalk.

On 11/18/16 I interviewed Resident C at Glasgow. Resident C stated that he feels safe in the home and there is always staff around to supervise everyone in the home. Resident A does like to lay down on the sidewalk, driveway, or backyard of the home, and staff are aware of this and supervise him. Whenever Resident A moves away from the house, staff redirect him back. Resident C stated that he feels that staff are doing the best they can, and he has no concerns. Resident C explained that he has never witnessed or been in the car during staff transportation where speeding was involved. In regards to the old car in the driveway, Resident B just moved in the house and brought his car with him to work on. A couple days after it was brought to the house, the car was then moved into the garage to be worked on by Resident B. Resident C stated that this was a nice thing for the owner to allow Resident B to bring his old car to fix, and most of the other residents like helping out too.

On 11/18/16 I interviewed Resident D. Resident D stated that all the residents in the home are appropriately supervised and there is always staff around. Resident A is known to lay on the driveway, sidewalk, or in the backyard, and staff are always watching and aware of what he is doing. The staff treat all the residents with respect and dignity, and he likes living at this home. Resident D explained that he has never witnessed or been in the car when staff provide transportation where they are speeding in the neighborhood. Resident D also stated that a new resident just recently moved in the home and Ms. Devereaux allowed him to bring his old, vintage car that needs a lot of repair and fixing up. This decision made the new resident very happy and welcomed in the home, and the other residents enjoy helping him with the car. Resident D stated that he doesn't understand why this was a complaint, when it was actually helping another resident.

On 11/18/16 I interviewed Resident B and I also was given the opportunity to view the 1970's vintage car that is currently parked in the garage of Glasgow. Resident B stated that he was in the hospital for a long period of time, and when he moved to Glasgow recently Ms. Devereaux knew his vintage car was very important to him, so she made arrangements for the car to be towed to the home. Resident B explained that he loves fixing up cars, and is very thankful that he is permitted to do this during his free time at the home. Resident B stated that he feels safe and protected in the home with the staff, and feels that staff appropriately supervise everyone. Whenever he is being

transported by staff, Resident B explained that the staff are not speeding in the vehicle with the residents. Resident B stated that he does not have any concerns at this time.

On 11/18/16 I interviewed Resident E. Resident E stated that he likes living in the home and feels safe with the staff. The staff treat him and the rest of the residents with respect and care about them. Resident E has never witnessed personally speeding when in the car with staff driving.

On 11/18/16 I interviewed Resident F. Resident F stated that he likes living at Glasgow and it is the best program he has ever been in. The staff are respectful and treat everyone fairly. Resident F explained that he feels safe and does not have any issues with the quality of care that is being provided. There is always staff around and they make sure to know where everyone is. Resident F stated that he has never been in the car or witnessed the staff speeding with residents.

On 11/18/16 I interviewed licensee, Ms. Kelly Devereaux. Ms. Devereaux stated that she is not aware of any supervision issues between staff and the residents. Ms. Devereaux explained that she does have two residents that like to go outside—Resident A and C, however, they are always supposed to be supervised within eyesight. Resident A is known for laying on the concrete ground outside in the front driveway and sidewalk, and in the backyard as well. Resident A is not harming anyone, and is supervised at all times. This is something that helps him reduce his anxiety and calms him down. If ever he goes beyond the front area, the staff make sure to redirect him. According to his Community Mental Health behavioral plan, Resident A's supervision level is always within eyesight. Likewise, Resident C enjoys exercising and walking up and down the sidewalk. Resident C is also supervised, and the staff make sure he is safe. Ms. Devereaux stated that she has never witnessed or received a complaint in regards to the allegation that staff are speeding up and down the street with residents. If this is an issue, Ms. Devereaux explained she would address it immediately. However this has never been brought up by any of the residents or their guardians as a concern. In regards to the issue with the old car that was parked in the driveway of the home, Ms. Devereaux explained that this was true for a short period of time. Resident B recently moved to the home and came from the hospital. His only attachment is a vintage 1970 car that is in need of repair. Resident B enjoys fixing the car, and wished to take it with him to his next placement. Ms. Devereaux explained that she arranged for the car to be towed to the home and after a couple of days the car was moved inside the garage for Resident B to work on it during his free time. All the other residents in the home also were excited to help Resident B, and it has been a positive experience for everyone in the home.

On 12/22/16 I interviewed Mr. Milan Chonich. Mr. Chonich is the home owner's association president of the subdivision where the Glasgow group home is located. Mr. Chonich represents the neighbors near the Glasgow home and wanted to ensure that the residents are protected and supervised. I explained to Mr. Chonich that the concerns were being investigated by both APS and licensing and the licensee has been made aware of the complaint. Mr. Chonich was provided the licensee's name and

contact information and was open to setting up a meeting with the licensee to talk about some of the home association requirements, as well as for the association to be educated in the current dynamics at Glasgow group home. Mr. Chonich also provided his contact information to share with the licensee.

On 12/22/16 I contacted licensee Kelly Devereaux. I informed Ms. Devereaux that the home association president is interested in setting up a meeting to discuss the AFC home with her. Ms. Devereaux stated that she is more than willing to cooperate and meet the home owners association to discuss any concerns they may have regarding the home.

On 1/24/17 I conducted an exit conference with Ms. Devereaux. I informed Ms. Devereaux that there were no licensing violations found during the investigation. Ms. Devereaux stated that she attempted to contact Mr. Chonich numerous times to set up a meeting with the home association and he has not set a date with her yet.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	According to all the staff and resident interviews, the residents consistently stated that they feel protected, safe, and well cared for at Glasgow. All of the residents know that Resident A goes outside to calm down by laying his body down on the concrete ground whether it is in the driveway, sidewalk, or backyard. All the residents stated during their interviews that staff are appropriately supervising Resident A when this occurs, and also keeps on eye on the other residents as well. I also reviewed all of the assessment plans for the resident's level of supervision required, and it was consistent with what was reported to me from the residents and staff members during the interviews.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change in the license status, and that this special investigation is closed.

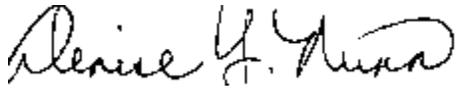


1/29/2017

Linda Pavlovski
Licensing Consultant

Date

Approved By:



2/2/2017

Denise Y. Nunn
Area Manager

Date