



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

June 19, 2020

Jeanette Glasscoe  
Loving Care & Comfort MJB LLC  
414 Leland Place  
Lansing, MI 48917

RE: Application #: AS330403577  
**Loving Care & Comfort (MJB) LLC**  
**1611 William Street**  
**Lansing, MI 48915**

Dear Ms. Glasscoe:

Attached is the Original Licensing Study Report for the above referenced facility. The study has determined substantial compliance with applicable licensing statutes and administrative rules. Therefore, a temporary license with a maximum capacity of five (5) is issued.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available, and you need to speak to someone immediately, please contact the local office at (517) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Derrick L. Britton".

Derrick Britton, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(517) 284-9721

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS330403577
<b>Applicant Name:</b>	Loving Care & Comfort MJB LLC
<b>Applicant Address:</b>	414 Leland Place Lansing, MI 48917
<b>Applicant Telephone #:</b>	(517) 391-4572
<b>Administrator/Licensee Designee:</b>	Jeanette Glasscoe
<b>Name of Facility:</b>	Loving Care & Comfort (MJB) LLC
<b>Facility Address:</b>	1611 William Street Lansing, MI 48915
<b>Facility Telephone #:</b>	(517) 391-4572 02/19/2020
<b>Application Date:</b>	
<b>Capacity:</b>	5
<b>Program Type:</b>	MENTALLY ILL DEVELOPMENTALLY DISABLED

## II. METHODOLOGY

02/19/2020	Enrollment Online enrollment
02/20/2020	Contact - Document Sent Act booklet
02/20/2020	Application Incomplete Letter Sent App - Correct; IRS ltr; 1326 for Jeanette (LD); AFC100 for Admin
02/21/2020	Contact - Document Received App - Corrected; IRS ltr; 1326A for Jeanette (LD & Admin)
03/12/2020	Application Incomplete Letter Sent Email to Jeanette Glasscoe
03/12/2020	Contact - Telephone call received From Jeanette Glasscoe re: next steps towards licensing
03/26/2020	Application Complete/On-site Needed
04/01/2020	Contact - Document Received Documents received from Jeannette Glasscoe
04/03/2020	Inspection Completed On-site
04/03/2020	Inspection Completed-BCAL Sub. Compliance
04/06/2020	Contact - Document Sent Email with Jeanette Glasscoe re: clarification on fire door
04/09/2020	Contact - Document Received From Jeanette Glasscoe re: specialized certification application
04/16/2020	Contact - Document Sent Email to Jeanette Glasscoe re: clarification on heating plant/fire door rules
05/13/2020	Contact - Document Sent Email with Jeanette Glasscoe re: scheduling re-inspection
05/20/2020	Inspection Completed-BCAL Full Compliance
05/20/2020	PSOR on Address Completed No hits at address
05/20/2020	CAP Compliance Verification Corrections made, full compliance

### III. DESCRIPTION OF FINDINGS & CONCLUSIONS

#### A. Physical Description of Facility

Loving Care & Comfort (MJB) LLC is a single-story ranch style home located in the Westside neighborhood in the heart of the City of Lansing, Michigan. The property has a lot size of 3,485 square feet near the corner of Williams Street and Riverview Avenue. On the main level, the facility has three resident bedrooms, one full resident bathroom, a dining area, kitchen, and living room. The facility has a finished basement with a resident bedroom, living area, full bathroom with laundry area. The basement has two means of egress, with one leading directly outside. The facility is not wheelchair accessible and will not be able to accept residents for admission who regularly require the use of a wheelchair to assist with mobility.

The facility has a parking in the driveway and in the front of the home in the street for visitors and direct care staff members. The home utilizes the local public water supply and sewage disposal system. Located in the capital of Michigan, Lansing offers a variety of local events, festivals, theaters, sporting activities and parks for recreational opportunities. The facility is located approximately two miles from downtown Lansing, and near a post office, library, and community center. Medical services can be obtained at Sparrow Hospital, which is approximately three miles away from the home. There are a variety of restaurants, churches, banks, and shopping centers in the area.

The facility is equipped with one electric force heat furnace which was inspected on 05/13/2020 and found to be in good working condition. The facility has a water heater, which was also inspected on 05/13/2020 and found to be in good working condition. Both the furnace and water heater are in the basement enclosed in a separate room behind a 1 ¾ inch solid core door that is self-closing with positive latching. The door leading to the basement also has a 1 ¾ inch self-closing solid core door with positive latching.

The facility is equipped with a working hardwired, interconnected smoke detection system with battery backup and tested to be in working order. Smoke detectors are located in the living room, kitchen, dining room, each bedroom, furnace room, basement, and hallway near the bathroom on the main level.

Resident bedrooms were measured during the on-site inspection and have the following dimensions:

Bedroom #	Room Dimensions	Total Square Footage	Total Resident Beds
1	9'.57" X 10'.75"	102.88	1
2	9'.67" X 11	106.37	1
3	8'.5" X 10'.17"	86.45	1
4	10'.91" X 12'.33"	134.52	2
Living Room	13'.17" X 13'.25"	174.50	0
Dining Room	13'.17" X 11'	144.87	0
Basement living area	33'.83" X 10'.5"	355.22	0

The indoor living and dining areas measure a total of 1,104.81 square feet of living space. This meets/exceeds the minimum of 35 square feet per occupant requirement.

Based on the above information, this facility can accommodate six residents. It is the licensee's responsibility not to exceed the facility's licensed capacity.

**B. Program Description:**

The applicant intends to provide 24-hour supervision, protection, and personal care to six male and/or female residents who are diagnosed with a mentally illness and/or developmentally disability. The program offers visiting physicians, hospice care, home cooked meals, medication administration, recreational activities, and assistance with actives of daily living. The applicant intends to accept residents with private sources for payment.

If needed by residents, behavior interventions and specialized interventions will be identified in the assessment plans. These interventions shall be implemented only by staff trained in the intervention techniques.

In addition to the above program elements, it is the intent of the applicant to utilize local community resources such as Tri-County Office on Aging for recreational activities as well as bringing in books from the local library for residents. The program will utilize board games, cards, puzzles, coloring books, exercise equipment, activities, and crafts. The program will utilize resources to provide an environment to enhance the quality of life of residents and will offer outings, church programs, shopping, and dining in the community. These resources provide an environment to enhance the quality of life and increase the independence of residents. The applicant intends to accept referrals from Community Mental Health of Clinton, Eaton, and Ingham Counties, Department of Health and Human Services and other referral sources. If needed by residents, behavior interventions and specialized interventions will be identified in the assessment plans. These interventions shall be implemented only by staff trained in the intervention

techniques.

### **C. Applicant and Administrator Qualifications:**

The applicant is Loving Care & Comfort (MJB) LLC., a “For Profit Corporation”, established in Michigan on 02/26/2020. The applicant submitted a financial statement and established an annual budget projecting expenses and income to demonstrate the financial capability to operate this adult foster care facility.

Loving Care & Comfort LLC has submitted documentation appointing Jeanette Glasscoe as licensee designee and administrator of the facility.

Criminal history background checks of the applicant/administrator were completed, and Ms. Glasscoe was determined to be of good moral character to provide licensed adult foster care. Ms. Glasscoe submitted statements from a physician documenting her good health and current negative tuberculosis test results.

Ms. Glasscoe has provided documentation to satisfy the qualifications and training requirements identified in the group home administrative rules. Ms. Glasscoe, licensee designee/administrator, has operated a six-bed licensed AFC facility that has special certification for mentally ill and developmentally disabled residents since 03/25/2019. Prior to this, Ms. Glasscoe worked with the mentally ill and developmentally disabled population for a year and a half as a caregiver at a special certification adult foster care home, assisting with activities of daily living, transferring residents, and assisting with activities. Additionally, Ms. Glasscoe has worked an additional year at a medical care facility as a certified nursing assistant (CNA) assisting residents with toileting, bathing, transferring, walking assistance and companionship. Ms. Glasscoe currently works at Sparrow Hospital as a phlebotomist.

The staffing pattern for the original license of this six-bed facility is adequate and includes a minimum of one staff for six residents per shift. Ms. Glasscoe acknowledged that the staff-to-resident ratio may need to be increased in order to provide the level of supervision or personal care required by the residents due to changes in their behavioral, physical, or medical needs. Ms. Glasscoe has indicated that direct care staff will be awake during sleeping hours.

Ms. Glasscoe acknowledged an understanding of the qualifications, suitability, and training requirements for direct care staff prior to each person working in the facility in that capacity or being considered as part of the staff to resident ratio.

Ms. Glasscoe acknowledged an understanding of the responsibility to assess the good moral character of employees. The applicant acknowledges the requirement for obtaining criminal record checks of employees and contractors who have regular, ongoing “direct access” to residents or resident information or both utilizing the Michigan Long Term Care Partnership website ([www.miltcpartnership.org](http://www.miltcpartnership.org)) and the related documents required to demonstrate compliance.

Ms. Glasscoe acknowledged an understanding of the administrative rules regarding medication procedures and assured that only those direct care staff that have received medication training and have been determined competent by the licensee designee Jeanette Glasscoe will administer medication to residents. In addition, the applicant has indicated that resident medication will be stored in a locked cabinet and that daily medication logs will be maintained on each resident receiving medication.

Ms. Glasscoe acknowledged the responsibility to obtain all required good moral character, medical, and training documentation and signatures that are to be completed prior to each direct care staff or volunteer working directly with residents. In addition, the applicant acknowledged the responsibility to maintain all required documentation in each employee's record for each licensee or licensee designee, administrator, and direct care staff or volunteer and follow the retention schedule for those documents contained within each employee's record.

Ms. Glasscoe acknowledged an understanding of the administrative rules regarding the admission criteria and procedural requirements for accepting a resident into the adult foster care home.

Ms. Glasscoe acknowledged the responsibility to obtain the required written assessment plan, resident care agreement, and health care appraisal forms and signatures that are to be completed prior to, or at the time of, each resident's admission to the home as well as updating and completing those forms and obtaining new signatures for each resident on an annual basis.

Ms. Glasscoe acknowledged the responsibility to maintain a current resident record on file in the home for each resident and follow the retention schedule for all the documents that are required to be maintained within each resident's file.

Ms. Glasscoe acknowledged an understanding of the administrative rules regarding the handling of resident funds and valuables and intends to comply. The applicant acknowledged that a separate *Resident Funds Part II BCAL-2319* form will be created for each resident in order to document the date and amount of the adult foster care service fee paid each month and all the resident's personal money transactions that have been agreed to be managed by the applicant.

Ms. Glasscoe acknowledged an understanding of the administrative rules requiring that each resident be informed of their resident rights and provided with a copy of those rights. The applicant indicated the intent to respect and safeguard these resident rights.

Ms. Glasscoe acknowledged an understanding of the administrative rules regarding the requirements for written and verbal reporting of incidents and accidents and the responsibility to conduct an immediate investigation of the cause.

Ms. Glasscoe acknowledged the responsibility to provide a written discharge notice to the appropriate parties when a 30-day or less than 30-day discharge is requested.

Ms. Glasscoe acknowledged that residents with mobility impairments will only reside on the main floor of the facility.

**D. Rule/Statutory Violations**

Compliance with the licensing act and administrative rules related to the physical plant has been determined. Compliance with administrative rules related to quality of care will be assessed during the temporary license period.

**IV. RECOMMENDATION**

I recommend issuance of a six-month temporary license to this adult foster care family home with a capacity of five residents.



06/10/2020

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Derrick Britton  
Licensing Consultant

Date

Approved By:



06/19/2020

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Dawn Timm  
Area Manager

Date