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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 19, 2021

Jennifer Bhaskaran
Alternative Services Inc.
Suite 10
32625 W Seven Mile Rd
Livonia, MI 48152

RE: License #: AS330011149
Investigation #: 2021A0577046
Van Atta Rd Home

Dear Ms. Bhaskaran:

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.

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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Bridget Vermeesch".

Bridget Vermeesch, Licensing Consultant
Bureau of Community and Health Systems
1919 Parkland Drive
Mt. Pleasant, MI 48858-8010
(989) 948-0561

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT
THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS330011149
Investigation #:	2021A0577046
Complaint Receipt Date:	09/07/2021
Investigation Initiation Date:	09/07/2021
Report Due Date:	11/06/2021
Licensee Name:	Alternative Services Inc.
Licensee Address:	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
Licensee Telephone #:	(248) 471-4880
Administrator:	Deb Lee
Licensee Designee:	Jennifer Bhaskaran
Name of Facility:	Van Atta Rd Home
Facility Address:	4817 Van Atta Rd Okemos, MI 48864
Facility Telephone #:	(517) 349-1244
Original Issuance Date:	03/10/1982
License Status:	REGULAR
Effective Date:	04/03/2021
Expiration Date:	04/02/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Resident A was hit on the back of the head by direct care staff Jessica Pacheco. There were concerns of multiple residents not being treated with consideration and respect by direct care staff member Jessica Pacheco.	Yes

III. METHODOLOGY

09/07/2021	Special Investigation Intake 2021A0577046
09/07/2021	Special Investigation Initiated – Letter- Email to Greg Fox, CIECMH-ORR.
09/07/2021	Contact - Document Received- IR from Julie Elkins.
09/08/2021	Contact - Telephone call made- Interviewed Complainant.
09/09/2021	Contact - Document Received- Text msg with pictures of resident's bloody nose.
09/13/2021	Inspection Completed On-site- Observed residents and interviewed staff.
09/13/2021	Contact - Telephone call made- Interviewed Jessica Pacheco, Staff.
09/17/2021	Contact - Telephone call made- Interviewed LeighAnna Jager, Staff.
09/17/2021	APS Referral
09/20/2021	Contact-Telephone call made to Crystal Mauldin, Home Manager
09/28/2021	Inspection Completed On-site- Interviewed staff.
09/28/2021	Exit Conference with licensee designee Jennifer Baskaran.
10/18/2021	Contact-Telephone call received Gene Mellen, Ingham Co APS.

ALLEGATION: Resident A was hit on the back of the head by direct care staff Jessica Pacheco. There were concerns of multiple residents not being treated with consideration and respect by direct care staff member Jessica Pacheco.

INVESTIGATION:

On September 07, 2021 a complaint was received through an *AFC Licensing Division-Incident/Accident Report* (IR) completed on September 03, 2021 involving direct care staff Jada Jones, Jessica Pacheco and Resident A. According to the *AFC Licensing Division-Incident/Accident Report* (IR) on September 02, 2021, Resident A was sitting in a chair that direct care staff member Jessica Pacheco had been sitting in. The IR further stated Ms. Pacheco went behind the chair Resident A was sitting in and smacked him on the back of the head telling him to move. According to the IR, Resident A retaliated by attacking another resident who was sitting on the couch.

On September 08, 2021 I interviewed direct care staff member (DCS) Jada Jones who reported on September 02, 2021 she worked from 2:00pm-10:00pm with DCS Jessica Pacheco. Ms. Jones reported she was in the kitchen preparing dinner while Ms. Pacheco was sitting in Resident A's recliner when Resident B walked up to Ms. Pacheco, asked for a glass of milk and was told "no" by Ms. Pacheco, saying, "you can have a glass of milk with your dinner." Ms. Jones reported Resident B started walking towards the kitchen and Ms. Pacheco said, "Oh no you don't" got up and push-walked Resident B from the kitchen to his bedroom. Ms. Jones reported while Ms. Pacheco was doing this, Resident C went into the office and started eating Ms. Pacheco's chips. Ms. Jones reported Ms. Pacheco saw Resident C eating her chips and yelled, "hey" grabbing the bag of chips from Resident C. Ms. Jones reported Ms. Pacheco started hitting Resident C repeatedly in the mouth, screaming, "stop eating people's shit, I am sick of you eating my shit" and then pulled Resident C to his bedroom. Ms. Jones reported she knew Ms. Pacheco was going to want to sit back in the recliner she was previously sitting in so Ms. Jones attempted to get Resident A to move from the recliner but Resident A hit Ms. Jones because he did not want to move. Ms. Jones reported Ms. Pacheco came out of Resident C's bedroom and back into the living room. Ms. Jones reported Ms. Pacheco walked behind the chair Resident A was sitting in and hit Resident A on the back of the head and told Resident A to move. Ms. Jones reported Resident A became upset and attacked another resident who was lying on the couch. Ms. Jones reported Ms. Pacheco grabbed Resident A by the hair and dragged Resident A to his bedroom while Resident A was screaming. Ms. Jones reported Ms. Pacheco then returned to the living room, sat in Resident A's chair, and called direct care staff member Stephanie Bartlett and told Ms. Bartlett how she had to "beat [Resident A's] and [Resident C's] ass." Ms. Jones reported Ms. Pacheco was given a ride home by co-worker LeighAnna Jager and Ms. Pacheco bragged to Ms. Jager about what had happened and was laughing while telling Ms. Jager about the incidents. Ms. Jones reported when Ms. Jager returned to work after giving Ms. Pacheco a ride home, Ms. Jager described to Ms. Jones how Ms. Pacheco recalled the events of the day. Ms. Jones reported she completed IR at the end of the shift and contacted home manager

Crystal Mauldin. Ms. Jones reported she did not say anything or try and stop Ms. Pacheco from mistreating the residents due to fear of Ms. Pacheco retaliating toward her. Ms. Jones stated she did not want to get into an altercation with Ms. Pacheco.

On September 09, 2021 I received a text message from DCS Jada Jones with two pictures of a male subject with blood on their upper lip. Ms. Jones reported the male subject in the photo was Resident C and the blood was from DCS Jessica Pacheco hitting Resident C in the lip. Ms. Jones reported she took the pictures after their shift had ended on September 02, 2021. There was no information observed on the photo regarding when the picture was taken to verify the information provided by DCS Jones.

On September 13, 2021 I completed an unannounced onsite investigation. I observed the residents and found no concerns. I interviewed DCS Stephanie Bartlett who reported she worked on September 03, 2021 and found no marks on Resident A or Resident C. Ms. Bartlett reported she has no concerns with the care provided by direct care staff members Jada Jones or Jessica Pacheco. Ms. Bartlett denied receiving a call from Ms. Pacheco about the alleged incidents that happened on September 02, 2021. While at the facility I observed the residents and found no marks. The residents were not able to be interviewed due to their cognitive impairments and also because Resident A, Resident B and Resident C are non-verbal.

On September 13, 2021, I interviewed DCS Jessica Pacheco who denied the allegations of hitting Resident A on the head while Resident A was sitting in a chair and then hitting Resident C in the mouth after finding Resident C eating her chips. Ms. Pacheco reported she was not aware of Resident C having blood on his upper lip. Ms. Pacheco reported she did not push Resident B back to his bedroom. Ms. Pacheco denied pulling Resident A by his hair.

On September 17, 2021, I interviewed DCS LeighAnna Jager who reported she worked at 6:00pm on September 02, 2021. Ms. Jager reported she arrived at the facility and DCS Jada Jones appeared to be upset. Ms. Jager reported she inquired if anything was wrong but Ms. Jones responded, "I cannot talk about it." Ms. Jager reported she provided DCS Ms. Pacheco a ride home and asked how the day went to which Ms. Pacheco reported Resident A bit another resident on the leg which will probably leave a bruise. Ms. Jager reported then Ms. Pacheco stated, "you can tell this man ain't never been hit before." Ms. Jager reported she asked Ms. Pacheco to whom she was referring and Ms. Pacheco said "[Resident C]." Ms. Jager reported Ms. Pacheco told her "[Resident C] got into office got into my Doritos, I just had enough of his shit getting into my snacks and drinks so I snatched the chips and I hit [Resident C]." Ms. Jager reported Ms. Pacheco pointed at her mouth area to demonstrate where she hit Resident C. Ms. Jager reported Ms. Pacheco also described grabbing Resident A by his hair and dragged him from the living room to the bedroom. Ms. Jager reported Ms. Pacheco was laughing the entire time she was describing what she did. Ms. Jager reported while they were in the car Ms. Pacheco was on video chat with someone while telling Ms. Jager the incidents of the day. Ms. Jager reported when she returned to the AFC facility she found DCS Ms. Jones crying. Ms. Jager reported Ms. Jones said, "I cannot talk about it,

I feel like I should have protected the clients but if I did, I would have been in a fight and the police would be involved.” Ms. Jager reported she called direct care staff member and home manager Crystal Mauldin and reported the incidents. Ms. Jager reported Resident C had visible blood on his upper lip which appeared to be coming from his nose.

On September 20, 2021 I interviewed home manager Crystal Mauldin who reported she received a phone call from DCS Jada Jones on September 03, 2021. Ms. Mauldin stated DCS Jones was upset during the phone call about an incident that happened at the home on September 02, 2021 between DCS Jessica Pacheco and multiple residents. Ms. Mauldin reported Ms. Jones reported observing Ms. Pacheco push Resident B down the hallway to his room, pull Resident A by his hair, smack chips out of Resident C’s hand, hit Resident C in the face and force Resident C back to his bedroom. Ms. Mauldin reported she has never witnessed Ms. Pacheco cause physical harm to a resident. Ms. Mauldin reported she contacted supervision and Ms. Pacheco was suspended pending the investigation. Ms. Mauldin reported she explained to Ms. Pacheco there have been allegations made against Ms. Pacheco to which Ms. Pacheco stated, “is this because I pulled [Resident A] off of another resident while biting the other resident?” Ms. Mauldin reported she did not ask Ms. Pacheco any additional questions.

On September 28, 2021 I interviewed DCS Jessica Pacheco at the facility with Gene Mellen, Adult Protective Service Specialist with Ingham County. Ms. Pacheco reported on September 02, 2021 she worked 6:00am-6:00pm with DCS Jada Jones who worked 2:00pm-10:00pm. Ms. Pacheco reported herself and Ms. Jones did not really talk much that day and did not think there was an issue between herself and Ms. Jones when Ms. Pacheco left that day. Ms. Pacheco reported Resident A does have a recliner and just prior to her shift ending Resident A had been sitting in his recliner and got upset about something, got up from the recliner and bit a resident who was sleeping on the couch. Ms. Pacheco stated, “I am not sure what upset Resident A to make him go and bite another resident.” Ms. Pacheco denied hitting Resident A on the head and also denied telling Resident A to move out of the chair so she could sit down. Ms. Pacheco reported Resident C did eat her chips and when she saw Resident C eating her chips she said to Resident C, “[Resident C] really, you are going to eat my chips.” Ms. Pacheco denied hitting Resident C in the mouth and causing a bloody nose. Ms. Pacheco denied pulling Resident A by the hair, stating, “this hurts my feelings, why would someone say this, I would not do these things.”

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:

	<p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>Based on the information gathered during the investigation there was insufficient evidence found to support the allegations of Resident A being slapped in the back of the head by direct care staff Jessica Pacheco on September 02, 2021. Despite DCS Jada Jones reporting she observed DCS Jessica Pacheco physically assaulting numerous residents, Ms. Jones took no steps to protect those residents. Ms. Jones did not intervene in any manner nor did she contact law enforcement on their behalf as all the residents are non-verbal. Although DCS Jessica Pacheco denied mistreating any resident in any manner, DCS Leighanna Jager reported Ms. Pacheco described mistreating residents to her while receiving a ride home from Ms. Jager. Ms. Pacheco description of events was similar to Ms. Jones' description of what occurred on September 02, 2021. Consequently, the residents were not treated with consideration and respect by DCS members Jada Jones or Jessica Pacheco after Jessica Pacheco was allowed to verbally mistreat and possibly physically mistreat residents without direct care staff intervening.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On September 28, 2021 I completed an exit conference with Jennifer Baskaran, Licensee Designee and discussed the severity of the allegations and concerns regarding the care that is being provided to the residents.

On October 18, 2021 I received a telephone call from Gene Mellen, APS with Ingham County reporting he is substantiating abuse against Jessica Pacheco, DCS. Mr. Mellen reported he made contact with Greg Fox-ORR-CEICMH to notify Mr. Fox of Mr. Mellen's findings also.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend that the status of the license remains unchanged.

Bridget Vermeesch

10/19/2021

Bridget Vermeesch
Licensing Consultant

Date

Approved By:

Dawn Timm

10/19/2021

Dawn N. Timm
Area Manager

Date