



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 10, 2021

Donald King
Alternative Community Living, Inc.
P. O. Box 190179
Burton, MI 48519

RE: License #: AS500381453
Investigation #: 2022A0990002
Otter Home

Dear Mr. King:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "L. Reed".

LaShonda Reed, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
Detroit, MI 48202
(586) 676-2877

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS500381453
Investigation #:	2022A0990002
Complaint Receipt Date:	10/08/2021
Investigation Initiation Date:	10/18/2021
Report Due Date:	12/07/2021
Licensee Name:	Alternative Community Living, Inc.
Licensee Address:	P. O. Box 190179 Burton, MI 48519
Licensee Telephone #:	(810) 701-0404
Administrator:	Donald King
Licensee Designee:	Donald King
Name of Facility:	Otter Home
Facility Address:	34410 Lillian Chesterfield, MI 48047
Facility Telephone #:	(586) 273-7847
Original Issuance Date:	04/15/2016
License Status:	REGULAR
Effective Date:	10/15/2020
Expiration Date:	10/14/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A has been getting locked out of the home. Resident A is locked out because she refuses to attend her day program.	Yes

III. METHODOLOGY

10/08/2021	Special Investigation Intake 2022A0990002
10/18/2021	APS Referral Adult Protective Services (APS) referral denied at intake.
10/18/2021	Special Investigation Initiated - Telephone I called Resident A's cell phone number it is disconnected. I called Resident A's other phone number listed and left a brief message.
10/18/2021	Contact - Telephone call made I called the Reporting Person (RP). There was no answer. I left a detailed voice message.
10/18/2021	Contact - Document Sent I emailed the licensee designee Don King and requested several documents that were received and reviewed at a al later date.
11/02/2021	Inspection Completed On-site I conducted an unannounced onsite investigation. Resident A was not present. I briefly interviewed the home manager Dawn Doetsch.
11/02/2021	Contact - Face to Face I conducted a face-to-face visit at Social Resource Inc, to interview Resident A. I was informed by the director Kelly Powell that Resident A had already left for the day. A brief interview was conducted.
11/16/2021	Contact - Telephone call made I contacted the home and was informed that Resident A was not present.

11/16/2021	Contact - Telephone call made I contacted SRI and spoke to Ms. Powell. Ms. Powell said that Resident A was not present and has not seen her all week.
11/16/2021	Contact - Telephone call made I attempted to call Resident A at three different phone numbers. I left a detailed voice message, and the other number was disconnected.
11/16/2021	Contact - Telephone call made I conducted a phone interview with Resident A and her boyfriend Chris Boyfriend A.
11/16/2021	Contact - Telephone call made I conducted a phone interview with Rayven Stewart, direct care staff.
11/16/2021	Contact - Telephone call made I conducted a phone interview with Relative A.
11/16/2021	Contact - Document Received I reviewed Resident A's Individual Plan of Service (IPOS).
11/16/2021	Contact - Document Sent I requested from Mr. King, Crisis and Safeguard plan for Resident A and an <i>Assessment Plan</i> . I also requested to schedule an exit conference. No response received.
11/16/2021	Contact - Document Sent I emailed Giulia Capriola, case manager. No response received.
12/06/2021	Contact - Document Sent I emailed Mr. King and requested an exit conference. No response received.
12/07/2021	Exit conference I emailed Mr. King the violations found.

ALLEGATION:

Resident A has been getting locked out of the home. Resident A is locked out because she refuses to attend her day program.

INVESTIGATION:

On 10/08/2021, the above allegations were received. Resident A is diagnosed with Epilepsy, schizophrenia, bipolar disorder, and depression. In addition to the allegation, it was reported that Resident A refuses to participate in the day program because it makes her get stressed out and leads to her having seizures. Resident A attends Social Resource Inc (SRI) day program. Resident A can make her own decisions. When Resident A is locked out of the home, she walks to a nearby gas station where her boyfriend works because the group home refuses to let her stay inside because she refuses to participate in day program.

On 11/02/2021, I conducted an unannounced onsite investigation. Resident A was not present. I briefly interviewed the home manager Dawn Doetsch. Ms. Doetsch said that she recently became the program manager on 09/13/2021. Ms. Doetsch said that Resident A was at day program. Ms. Doetsch said to her knowledge, Resident A signs-out of the home and goes to her boyfriend's home to visit. Resident A refuses to go to the day program because of stress. Ms. Doetsch was unaware that the staff makes Resident A leave the home when she refuses to attend day program. Ms. Doetsch said that Resident A is allowed unsupervised community access. Ms. Doetsch said that Resident A does not return to the home from day program until 3PM as well as the other residents.

On 11/02/2021, I conducted a face-to-face visit at Social Resource Inc, to interview Resident A. I was informed by the director Kelly Powell that Resident A had already left for the day. Ms. Powell said that Resident A is to attend the program five days a week. Resident A has sporadic participation and recently took off three weeks from the program. Ms. Powell is not sure why she was not attending the day program. Ms. Powell said that many of the participants that attend day program cycle in and out of the program due to hospitalizations and other issues that prevent attendance.

On 11/16/2021, I contacted the home and was informed that Resident A was not present. A staff person answered but did not provide a name. The staff person said that Resident A was signed out for a leave of absence (LOA) to her boyfriend's home this morning. The staff person said that Resident A usually returns to the home around 8:15PM. The staff person did not have a phone number for Resident A however, the boyfriend's number was provided.

On 11/16/2021, I conducted a phone interview with Resident A and Boyfriend A. Boyfriend A's mother could be heard in the background answering questions but did not want to speak on the phone. Resident A said that she gets locked-out of the home by direct care staff Rayvn Stewart. Resident A said that Ms. Stewart is the only staff person that makes her leave the home when she does not want to attend day program. Resident A said that she does not like to attend workshop because it triggers her seizures because at times is stressful. Resident A said that when Ms. Stewart works and she refuses to attend workshop, Ms. Stewart tells her to sign-out of the home and leave. Resident A either walks to her boyfriend's job or she is picked up by her

boyfriend's father. Resident A said that Ms. Stewart will not allow her to ride in the van to take the other residents to workshop and leaves her outside after she is made to sign-out. Resident A said that on some days, she plans to visit her boyfriend and sometimes she wants to stay home but is not allowed to stay in the home. Resident A said that this has happened over 10 times and she is left sitting on the porch of the home until she either leaves the home or is picked up. Resident A said that when this happens Ms. Stewart is the only staff person on shift. Resident A said that today is Ms. Stewart's last day for working at the home.

I interviewed Resident A's boyfriend (coded as Boyfriend A) Boyfriend A said that he met Resident A at a different day program that he attended in the past. Boyfriend A lives at home with his parents. Boyfriend A said that he works at a gas station cleaning and stocking part-time. Boyfriend A said that several times Resident A has called him and asked that he and his father pick her up because she is not allowed to stay home when she does not want to attend the day program. At times Resident A has walked over a mile to his job and sits with him the entire shift until she can go back home. Boyfriend A said that Resident A has grand mal seizures and does not like to attend the day program because it triggers her seizures. About two weeks ago, Resident A had a seizure at home and had to be taken to the emergency room (ER). After Resident A was discharged from the ER, she did not feel good the next day and did not want to attend day program. Boyfriend A said that Ms. Stewart still made Resident A sign-out of the home and leave. Boyfriend A said that there is another resident that sometimes does not attend the day program and Ms. Stewart allows that resident to ride in the van while she transports the other residents to program. Boyfriend A said that typically, when he and Resident A plan to visit, he and his dad picks her up around 8AM. Boyfriend A said that when Resident A needs to be picked up because she is locked out of the home, she must wait sometimes 1-1.5 hours before his father can pick her up. Resident A is usually sitting on the porch alone when they arrive to pick her up. One time he heard Ms. Stewart tell Resident A that he needed to be there no later than 8:15AM or Resident A would be left outside. I could overhear a woman in the background (believed to be Boyfriend A's mother) say, "It's a shame that they make her leave the home and she is forced to come here to our home."

On 11/16/2021, I conducted a phone interview with Rayven Stewart, direct care staff. Ms. Stewart said that she has worked for the company for 4.5 years and today is her last day of employment. Ms. Stewart said that she is starting a new job. Ms. Stewart works the day shift. Ms. Stewart said that Resident A is to attend day program Monday through Friday. Ms. Stewart asks Resident A each morning if she is going to program or not. Ms. Stewart tells Resident A that if she is not going to program, she must be picked up no later than 8:30AM. Ms. Stewart said that Resident A would then call her boyfriend to pick her up and she would sign-out. Ms. Stewart said that Resident A is not allowed to stay inside of the home alone therefore, she either must attend day program or sign-out and go into the community. Ms. Stewart said that at times she has left Resident A outside of the home because her ride had not arrived before it was time for her to leave to transport the other residents to day program. Ms. Stewart said that she did nothing wrong because Resident A has unsupervised community access. Ms.

Stewart could not answer why Resident A is not allowed to ride in the van when she transports the other residents. Ms. Stewart said if there was a staff person on shift with her, she would allow Resident A to stay home. Ms. Stewart admitted to making Resident A sign-out on unplanned leave of absences (LOAs) when she refuses to attend day program.

On 11/16/2021, I conducted a phone interview with Relative A. Relative A said that Resident A has community access but a curfew. Relative A said that Resident A's boyfriend picks her up frequently for visits. Relative A was told by the staff (name not provided) that Resident A is not allowed to stay home alone when she refuses to attend day program. Relative A said that Resident A is defiant and refuses to attend day program frequently. Relative A was not aware that when Resident A refuses to go to workshop, she is made to sign-out. Relative A said that she would think that there is a better plan in place when this occurs.

On 11/16/2021, I reviewed Resident A's Individual Plan of Service (IPOS). Resident A is diagnosed as cognitive impairment and "continues to need a high level of supervision because she has limited insight." Resident A has had multiple hospitalizations and requires 24/7 supervision due to poor decision-making and engaging in risky behaviors. Resident A "requires a high level of supervision and staffing due to ongoing seizure disorder."

On 12/07/2021, I emailed Mr. King the violations found. Mr. King was informed to contact licensing if he would like to discuss further and that a corrective action plan is required.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Based upon the investigation, there is sufficient information that Resident A's safety and protection is not being attended to at all times. On several occasions, Resident A refuses to attend day program and is made to sign-out of the home and wait outside for a ride to pick her up from the home. Resident A also walks to her boyfriend's place of employment when she is made to sign-out which is, about a half mile away from the home. Direct care staff, Ravyn Stewart admitted that Resident A is made to sign-out of the home when she refuses to attend day program because Resident A is not allowed to stay home alone.

	<p>Ms. Stewart admitted to leaving Resident A outside of the home unsupervised because her ride/boyfriend has not arrived.</p> <p>Resident A's boyfriend, Boyfriend A confirmed that he and his father have arrived at the home several times and picked-up Resident A and she was found sitting on the front porch alone. Boyfriend A said that Resident A sometimes walk to his place of employment and sits with him his entire shift.</p> <p>Although, Resident A has community access, per her IPOS, she continues to need a high level of supervision because she has limited insight and has poor decision-making skills and seizure disorder.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(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> <p>(j) The right of reasonable access to and use of his or her personal clothing and belongings.</p>
ANALYSIS:	<p>Resident A refuses to attend day program on a regular basis. When Resident A refuses to attend day program, Resident A is told by direct care staff Ravyn Stewart that she must leave the home and sign-out to the community. As a result, Resident A does not have access to her personal clothing and belongings.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(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</p>

	<p>representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p>(p) The right of access to his or her room at his or her own discretion.</p>
ANALYSIS:	<p>Based on the investigation, it has been determined that Resident A is made to sign-out of the home and go into the community when she refuses to attend day program. According to Resident A, she has planned visits with her boyfriend however, there are days that she is made to leave the home for unplanned visits because she refuses to attend day program. Resident A said that she does not like to attend the day program because it causes her stress which can result in a seizure. Resident A must sign-out and wait outside for her boyfriend to pick her up or walk to his place of employment. As a result, Resident A is denied access to her room at her own discretion.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon an acceptable corrective action plan, there is no change to the license.

L. Reed

12/07/2021

LaShonda Reed
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

12/10/2021

Denise Y. Nunn
Area Manager

Date