



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 26, 2022

Nichole VanNiman  
Beacon Specialized Living Services, Inc.  
Suite 110  
890 N. 10th St.  
Kalamazoo, MI 49009

RE: License #: AS140393999  
Investigation #: 2022A1024013  
Beacon Home At Niles

Dear: Ms. VanNiman

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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant  
Bureau of Community and Health Systems  
427 East Alcott  
Kalamazoo, MI 49001

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS140393999
<b>Investigation #:</b>	2022A1024013
<b>Complaint Receipt Date:</b>	12/01/2021
<b>Investigation Initiation Date:</b>	12/01/2021
<b>Report Due Date:</b>	01/30/2022
<b>Licensee Name:</b>	Beacon Specialized Living Services, Inc.
<b>Licensee Address:</b>	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
<b>Licensee Telephone #:</b>	(269) 427-8400
<b>Administrator:</b>	Nichole VanNiman
<b>Licensee Designee:</b>	Nichole VanNiman
<b>Name of Facility:</b>	Beacon Home At Niles
<b>Facility Address:</b>	970 Ruth Layne Niles, MI 49120
<b>Facility Telephone #:</b>	(269) 427-8400
<b>Original Issuance Date:</b>	10/08/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/16/2021
<b>Expiration Date:</b>	10/15/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Direct care staff members berate the residents in the home.	No
The AFC facility is not very clean.	No

**III. METHODOLOGY**

12/01/2021	Special Investigation Intake 2022A1024013
12/01/2021	Special Investigation Initiated – Telephone with Recipient Rights Officer
12/01/2021	Contact - Document Received APS denied complaint
12/02/2021	Inspection Completed On-site with Resident A
01/14/2022	Contact - Telephone call made with home manager Kimberly Howard
01/19/2022	Contact-Telephone call made with Recipient Rights Officer Michelle Schiebel
01/25/2022	Contact - Telephone call made with direct care staff member Barbie Finley, Residents B, C, D and E
01/25/2022	Contact-Telephone call made with direct care staff member Briana Matamoros.
01/25/2022	Exit Conference with licensee designee Nichole VanNiman

**ALLEGATION:**

**Direct care staff members berate the residents in the home.**

**INVESTIGATION:**

On 12/1/2021, I received this complaint through the Bureau of Community and Health Systems online complaint system. This complaint alleged direct care staff members berate the residents in the home.

On 12/1/2021, I conducted an interview with Recipient Rights Officer Michelle Schiebel who stated that she is also investigating this allegation.

On 12/1/2021, Adult Protective Services denied this allegation for investigation.

On 12/2/2021, I conducted an onsite investigation at the facility and interviewed Resident A. Resident A stated she does not have issues with staff however she has seen staff member Briana Matamoros be mean towards Resident B because she “broke up her cigarette into pieces.” Resident A stated she gets along with staff and has not seen any other resident be mistreated by staff. Resident A is unsure if Resident B saw Ms. Matamoros with her cigarettes.

On 1/14/2022, I conducted an interview with home manager Kimberly Howard who stated that she has not observed any staff member mistreat any of the residents however was made aware of this allegation from a Recipient Rights investigation. Ms. Howard stated she has worked with Ms. Matamoros and has observed her to work well with the residents. Ms. Howard further stated no resident has reported to her that they have been mistreated by any staff member.

On 1/25/2022, I conducted interviews with direct care staff member Barbie Finley and Residents B, C, D and E. Ms. Finley stated she has never worked with Ms. Matamoros and has not heard of any reports made regarding mistreatment to residents by staff members nor has she seen any staff member mistreat any resident. Ms. Finley stated the residents seem to get along with the staff members and Ms. Finley does not have any concerns.

Resident B stated she gets along with all staff members including Ms. Matamoros and has had no issues with staff. Resident B stated she has no knowledge of anyone breaking apart her cigarette. Resident B stated she has been having arguments with residents however but she has learned to walk away from the situation when residents try to argue with her. Resident B believes the staff are fine.

Residents C, D, E, all stated they have not seen Ms. Matamoros or any other staff member mistreat any of the residents in the home. Residents C, D, and E also all stated that they get along well with Ms. Matamoros and the other staff in the home and have not been mistreated.

On 1/25/2022, I conducted an interview with Ms. Matamoros. Ms. Matamoros stated she and Resident B have a good relationship and she has never mistreated any of the residents in the home. Ms. Matamoros stated Resident B likes to joke around with her and she laughs with her. Ms. Matamoros denies breaking Resident B’s cigarettes and does not recall any issues involving Resident B’s cigarettes. Ms. Matamoros believes she has a good rapport with the residents in the home.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees,</b>

	<b>volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.</b>
<b>ANALYSIS:</b>	Based on my investigation which included interviews with home manager Kimberly Howard, direct care staff members Barbie Finley and Briana Matamoros, and Residents A, B, C, D, E there is no evidence to support the allegation staff berates the residents in the home. Residents B, C, D, and E all stated that they get along well with staff members and have not been mistreated or seen any resident mistreated by staff.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**The AFC facility is not very clean.**

**INVESTIGATION:**

This complaint also alleged the facility is not very clean.

On 12/1/2021 and 1/19/2022, I conducted an interview with Recipient Rights Officer Michelle Schiebel who stated that she is also investigating this allegation and found no substantial findings to support this allegation.

On 12/2/2021, I conducted an onsite investigation at the facility and interviewed Resident A. Resident A stated the residents need to do a better job cleaning up behind themselves however the facility is cleaned by staff regularly. Resident A stated after she voiced her concerns about this, staff has done a much better job cleaning up after the residents.

I observed the home conditions to be clean and appropriate.

On 1/14/2022, I conducted an interview with home manager Kimberly Howard. Ms. Howard stated they have not had any issues with maintaining the premises of the home and all staff members are responsible for ensuring that the home is cleaned and maintained in orderly condition. Ms. Howard stated most of the deep cleaning of the home is conducted at night when the residents are sleeping. Ms. Howard stated the staff wo

On 1/25/2022, with direct care staff member Barbie Finley, Residents B, C, D and E. Ms. Finley stated the home is maintained and cleaned daily and there have not been

any issues with the cleanliness of the home. Ms. Finley stated she has not had any complaints made to her regarding home conditions.

Residents B, C, D, and E all stated they have no concerns for the home conditions and believe the home to be clean. Residents B, C, D, and E also stated they see staff members cleaning the home daily.

On 1/25/2022, I conducted an interview with direct care staff member Ms. Matamoros who stated that the home is cleaned regularly and there has not been any issues with maintaining the premises of the home. Ms. Matamoros further stated she has not had any complaints of the home not being cleaned.

<b>APPLICABLE RULE</b>	
<b>R 400.14403</b>	<b>Maintenance of premises.</b>
	<b>(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b>
<b>ANALYSIS:</b>	Based on my investigation which included interviews with home manager Kimberly Howard, direct care staff members Barbie Finley and Briana Matamoros, and Residents A, B, C, D, E, and my personal inspection of the AFC facility, there is no evidence to support the allegation facility is not very clean. The home is maintained and provides adequately for the health, safety, and well-being of the residents.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 1/25/2022, I conducted an exit conference with licensee designee Nichole VanNiman. I informed Ms. VanNiman of my findings and allowed her an opportunity to ask questions or make comments.

**IV. RECOMMENDATION**


I recommend the current license status remain unchanged.



Ondrea Johnson  
Licensing Consultant

01/25/2022  
Date

Approved By:



01/26/2022

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Dawn N. Timm  
Area Manager

Date