



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 23, 2022

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

RE: License #: AS250395771  
Investigation #: 2022A0569016  
Beacon Home at Linden

Dear Ms. Rawlings:

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. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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 (517) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Kent W. Gieselman".

Kent W Gieselman, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 931-1092

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**

|                                       |   |
|---------------------------------------|---|
| <b>License #:</b>                     | AS250395771   |
| <b>Investigation #:</b>               | 2022A0569016  |
| <b>Complaint Receipt Date:</b>        | 01/07/2022  |
| <b>Investigation Initiation Date:</b> | 01/10/2022  |
| <b>Report Due Date:</b>               | 03/08/2022  |
| <b>Licensee Name:</b>                 | Beacon Specialized Living Services, Inc.            |
| <b>Licensee Address:</b>              | Suite 110<br>890 N. 10th St.<br>Kalamazoo, MI 49009 |
| <b>Licensee Telephone #:</b>          | (269) 427-8400                                      |
| <b>Administrator:</b>                 | Kimberly Rawlings                                   |
| <b>Licensee Designee:</b>             | Kimberly Rawlings                                   |
| <b>Name of Facility:</b>              | Beacon Home at Linden                               |
| <b>Facility Address:</b>              | 14180 N. Hogan Road<br>Linden, MI 48451             |
| <b>Facility Telephone #:</b>          | (269) 214-4341                                      |
| <b>Original Issuance Date:</b>        | 10/09/2018  |
| <b>License Status:</b>                | REGULAR   |
| <b>Effective Date:</b>                | 04/09/2021  |
| <b>Expiration Date:</b>               | 04/08/2023  |
| <b>Capacity:</b>                      | 6   |
| <b>Program Type:</b>                  | DEVELOPMENTALLY DISABLED<br>MENTALLY ILL            |

## II. ALLEGATION(S)

|   | <b>Violation<br/>Established?</b> |
|---|-----------------------------------|
| <ul style="list-style-type: none"> <li><b>Carmela Johnson, staff person, called Resident A demeaning names and swore at him.</b></li> </ul> | Yes                               |

## III. METHODOLOGY

|            |   |
|------------|---|
| 01/07/2022 | Special Investigation Intake<br>2022A0569016  |
| 01/10/2022 | APS Referral  |
| 01/10/2022 | Special Investigation Initiated - Letter<br>email to Michelle Salem, RRO.   |
| 01/19/2022 | Contact - Telephone call made<br>Contact with Michelle Salem, RRO.  |
| 02/16/2022 | Inspection Completed On-site  |
| 02/16/2022 | Inspection Completed-BCAL Sub. Compliance   |
| 02/16/2022 | Contact - Telephone call made<br>Contact with Kim Rawlings, licensee designee. Left voicemail<br>detailing report findings. |
| 02/16/2022 | Contact - Telephone call made<br>Attempted contact with Carmela Johnson. Voicemail was full.                                |
| 02/16/2022 | Contact - Document Sent<br>email sent to Kimberly Rawlings, licensee designee.  |
| 02/16/2022 | Exit Conference<br>Exit conference via email with Kimberly Rawlings, licensee<br>designee.                                  |

## **ALLEGATION:**

**Carmela Johnson, staff person, called Resident A demeaning names and swore at him.**

## **INVESTIGATION:**

This complaint was received from the Genesee County Office of Recipient Rights. The complainant reported that Carmela Johnson, staff person, called Resident A demeaning names and swore at him. Michelle Salem, RRO, was assigned to investigate this allegation.

Ms. Salem stated on 1/19/22 that she had interviewed all of the residents in this facility. Ms. Salem stated that all of the residents have reported that they have observed Ms. Johnson verbally mistreat Resident A. Ms. Salem stated that she also interviewed Ms. Johnson, and Ms. Johnson admitted to calling Resident A names. Ms. Salem stated that Ms. Johnson was very hostile and unprofessional when she interviewed Ms. Johnson. Ms. Salem stated that she would be substantiating a violation of Resident A's recipient rights.

An unannounced inspection of this facility was conducted on 2/16/22. Resident A was alert and oriented to person, place, and time. Resident A was appropriately dressed and groomed with no visible injuries. Resident A stated that Ms. Johnson worked during the third shift and would swear at him when he tried to go into the kitchen area of this facility. Resident A stated that Ms. Johnson would tell him to "get the fuck out" and "you can't make no fucking noodles". Resident A stated that Ms. Johnson also called him "fat" and that he was a "blowfish". Resident A stated that Ms. Johnson also called him "burnt up" because of the scarring on his face from burns he sustained years ago. Resident A stated that Ms. Johnson no longer works at this facility and that none of the current staff verbally mistreat him.

Resident B was alert and oriented to person, place, and time. Resident B was appropriately dressed and groomed with no visible injuries. Resident B stated that he did observe Ms. Johnson call Resident A a "blowfish" and make fun of Resident A because of his weight. Resident B stated that Ms. Johnson was "usually cool" but that she did make fun of Resident A on a "constant" basis. Resident B stated that he did not observe Ms. Johnson mistreat any of the other residents.

Resident C was alert and oriented to person, place, and time. Resident C was appropriately dressed and groomed with no visible injuries. Resident C stated that Ms. Johnson worked the third shift. Resident C stated that he did observe an incident when Resident A called Ms. Johnson a "toothless bitch" and Ms. Johnson then called Resident A a "fat ass" and "Freddie Kruger", making fun of Resident A's weight and facial scars. Resident C stated that Ms. Johnson called Resident A names and swore at

him on a “constant basis”. Resident C stated that he never observed Ms. Johnson verbally mistreat any of the other residents in this facility.

Resident D was alert and oriented to person, place, and time. Resident D was appropriately dressed and groomed with no visible injuries. Resident D stated that Ms. Johnson “always” made fun of Resident A and called him names. Resident D stated that he observed Ms. Johnson call Resident A a “fat ass” and “ugly” due to his weight and facial scars. Resident D stated that Resident A would also call Ms. Johnson names and argue with her frequently. Resident D stated that Ms. Johnson no longer works at this facility and that none of the current staff verbally mistreat any of the residents.

Katherine Blackburn, facility manager, stated that Ms. Johnson has been terminated from employment on 1/7/22. Ms. Blackburn stated that she is a new facility manager and did not observe Ms. Johnson verbally mistreat any of the residents.

An attempted contact with Ms. Johnson was made via telephone on 2/16/22. There was no answer, and the voicemail was full so no message could be left. Ms. Salem and Michelle Hitsman, the former facility manager, stated that Ms. Johnson was extremely belligerent and hostile when she was terminated from employment.

A violation of R 400.14308(2) was cited in SIR#2022A0569003 dated 10/27/21. Kimberly Rawlings, licensee designee, submitted an approved corrective action plan, signed by Ms. Rawlings, on 12/14/21. The corrective action documents that the staff person responsible for verbally mistreating a resident, Christina Reitz, was terminated from employment.

| <b>APPLICABLE RULE</b> |   |
|------------------------|---|
| <b>R 400.14308</b>     | <b>Resident behavior interventions prohibitions.</b>  |
|                        | <b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</b><br><b>(f) Subject a resident to any of the following:</b><br><b>(i) Mental or emotional cruelty.</b><br><b>(ii) Verbal abuse.</b><br><b>(iii) Derogatory remarks about the resident or members of his or her family.</b><br><b>(iv) Threats.</b> |

|                    |  |
|--------------------|--|
| <b>ANALYSIS:</b>   | The complainant reported that Ms. Johnson verbally mistreated Resident A. All of the residents interviewed confirmed that Ms. Johnson called Resident A demeaning names and swore at him on an ongoing basis. Ms. Salem stated that she got consistent statements from the residents as well, and that Ms. Johnson was belligerent and hostile when she interviewed Ms. Johnson and that Ms. Johnson admitted to calling Resident A names and didn't care that she did so. Based on the statements given, it is determined that there has been a violation of this rule. This is a repeat violation also cited in SIR#2022A0569003, dated 10/27/21. Because the previous violation cited involved a different staff person, no change in license status is recommended at this time. |
| <b>CONCLUSION:</b> | <b>REPEAT VIOLATION ESTABLISHED<br/>SIR#2022A0569003, dated 10/27/21.</b>  |

An exit conference was conducted with Kimberly Rawlings on 2/16/22. The findings in this report were reviewed.

**IV. RECOMMENDATION**

I recommend that the status of this license remain unchanged with the receipt of an acceptable corrective action plan.



2/23/22

Kent W Gieselman  
Licensing Consultant

Date

Approved By:



2/23/22

Mary E Holton  
Area Manager

Date