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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 6, 2022

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

RE: License #: AS250010919
Investigation #: 2022A0580027
Maple Road 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. 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 (906) 226-4171.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina McGowan". The signature is written in black ink on a white background.

Sabrina McGowan, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 835-1019

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 #:	AS250010919
Investigation #:	2022A0580027
Complaint Receipt Date:	02/24/2022
Investigation Initiation Date:	03/01/2022
Report Due Date:	04/25/2022
Licensee Name:	Alternative Services Inc.
Licensee Address:	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
Licensee Telephone #:	(248) 471-4880
Administrator:	Candy Hamilton
Licensee Designee:	Jennifer Bhaskaran
Name of Facility:	Maple Road Home
Facility Address:	4341 W. Maple Avenue Flint, MI 48503
Facility Telephone #:	(248) 471-4880
Original Issuance Date:	11/05/1990
License Status:	REGULAR
Effective Date:	11/15/2021
Expiration Date:	11/14/2023
Capacity:	6

Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL
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II. ALLEGATION(S)

	Violation Established?
On an unspecified date within the last 1-2 weeks, staff, Ms. Erica Taylor was mad and told Resident A "you need your ass whooped".	No
Staff Ms. Jenell Robinson arranged a sex date for Resident C.	No
Additional Findings	Yes

III. METHODOLOGY

02/24/2022	Special Investigation Intake 2022A0580027
03/01/2022	Special Investigation Initiated - Telephone I spoke with Ms. Kim Nguyen-Forbes, Recipient Rights Investigator, Genesee County.
03/17/2022	APS Referral Intake # 185866 was received and denied by APS for investigation.
03/23/2022	Inspection Completed On-site An onsite inspection was conducted.
03/23/2022	Contact - Telephone call made A call was made to Ms. Candy Hamilton, license administrator.
03/24/2022	Inspection Completed On-site A follow-up onsite inspection was conducted. AN interview was held with Resident A.
03/24/2022	Contact - Face to Face A face to face interview was conducted with Resident B.
03/24/2022	Contact - Telephone call made A phone call was made to staff, Ms. Ericka Taylor.
03/24/2022	Contact - Telephone call made A call was made to direct staff, Ms. Jenell Robinson.
03/28/2022	Contact - Telephone call made

	A phone call was made to Mr. Sammie Dillard, case manager for Resident A.
03/28/2022	Contact - Telephone call made A phone call was made to Mr. Sammie Dillard, case manager for Resident C.
03/28/2022	Contact - Telephone call made A call was made to Mr. Matt Potts, Recipient Rights in Genesee Co.
03/28/2022	Contact - Telephone call made A phone call was conducted with staff, Ms. Jenelle Robinson.
04/01/2022	Contact - Telephone call made A call was made to staff, Ms. Unique Washington.
04/04/2022	Contact - Telephone call made A phone interview was conducted with Resident C.
04/04/2022	Exit Conference An exit conference was held with the licensee.

ALLEGATION:

Staff Ms. Jenell Robinson arranged a sex date for Resident C.

INVESTIGATION:

On 03/17/2022, intake # 185866 was received via BCAL Online complaints and combined with the current investigation. This referral was denied by APS for investigation.

On 03/23/2022, I conducted an onsite inspection at Maple Road Home. There was no answer at the door.

On 03/23/2022, I spoke with Ms. Candy Hamilton, license administrator. She shared that staff were currently out transporting residents, which is why no one was at the home. Ms. Hamilton indicated that she was informed by Resident C that the evening prior, direct staff, Ms. Jenell Robinson had arranged for her cousin to engage in a sexual encounter with Resident C. The encounter was thwarted and did not occur once management found out. Ms. Robinson was suspended the day of the allegations. Resident C is currently hospitalized.

On 03/24/2022, I conducted an onsite inspection at Maple Road Home. An interview with Resident A was conducted. Resident A indicated that Resident C told her that she was going to have sex that evening. She is unsure if staff, Ms. Jennell Robinson was going to drop her off or if she was going to be picked up.

On 03/24/2022, I conducted an interview with Resident B. Resident B indicated that Resident C informed her that she was going to have sex that evening. She informed her that staff, Ms. Jennell Robinson made the arrangements. Resident C made her promise not to tell anyone.

On 03/24/2022, I made a call to direct staff, Ms. Jenell Robinson. A voice mail message was left requesting a return call.

On 03/28/2022, I spoke with Ms. Penny Thom, GHS assigned case manager for Resident C. She shared that Resident C informed her that staff, Ms. Jenell Robinson was on Facetime with her male cousin while on duty. The male cousin heard Resident C in the background and wanted to see what she looked like. A sex date between Resident C and the male cousin was scheduled. It did not occur. She adds that Resident C has been very "sexually charged" as of late.

On 03/28/2022, I spoke with Mr. Matt Potts, Recipient Rights Investigator in Genesee County. He indicated that due to no one else hearing the staff arrange the alleged sexual date for Resident C, and the staff Ms. Robinson denying the allegations, he will be unable to substantiate.

On 03/28/2022, I spoke with staff, Ms. Jenell Robinson. Ms. Robinson denied the allegations that she arranged a sex date for Resident C and her cousin. She shared that Resident C did engage in conversation with her cousin. The two were flirting, however, once the conversation turned sexual, she discontinued the conversation between the two. She stated that her cousin thought that Resident A was another staff member. She indicated that Resident C made it up in her mind that she was going. Ms. Robinson indicated that her cousin does not have a car and it was never her intention to transport Resident C to the date.

On 04/01/2022, I spoke with direct staff, Ms. Unique Washington. Ms. Washington confirmed that she was working along with staff, Ms. Jenell Robinson the night the allegations were made. Ms. Washington stated that she was sitting near both Ms. Robinson and Resident C while on the phone that night. She did not hear Ms. Robinson arrange a sex date for Resident C.

On 04/04/2022, I conducted an interview with Resident C. Resident C recalled that on the night in question, she was talking with staff, Ms. Unique Washington while staff Ms. Jenelle Robinson was on the phone with her cousin, via FaceTime. The male caller overheard her talking and asked to see her face. Staff, Ms. Jenelle Robinson then indicated to the male caller, "yeah, she wanna get fucked". The male caller then

indicated that he could “take care of that “. They began flirting and a sex date was set. Staff, Ms. Jenelle Robinson agreed to transport.

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:	<p>It was alleged that staff, Ms. Jenell Robinson arranged, a sex date for Resident C.</p> <p>Candy Hamilton, license administrator, indicated that she was informed by Resident C that the evening prior, direct staff, Ms. Jenell Robinson had arranged for her cousin to engage in a sexual encounter with Resident C. The encounter was thwarted and did not occur once management found out.</p> <p>Resident A indicated that Resident C told her that she was going to have sex that evening. She is unsure if staff, Ms. Jennell Robinson was going to drop her off or if she was going to be picked up.</p> <p>Resident B indicated that Resident C informed her that she was going to have sex that evening. She informed her that staff, Ms. Jennell Robinson made the arrangements. Resident C made her promise not to tell anyone.</p> <p>Ms. Penny Thom, GHS assigned case manager for Resident C, shared that Resident C informed her that staff, Ms. Jenell Robinson arranged a sex date between Resident C and the and Ms. Robinson’s male cousin.</p> <p>Mr. Matt Potts, Recipient Rights Investigator in Genesee County. He indicated that due to no one else hearing the staff arrange the alleged sexual date for Resident C, and the staff Ms. Robinson denying the allegations, he will be unable to substantiate.</p> <p>Staff, Ms. Jenell Robinson. Ms. Robinson denied the allegations that she arranged a sex date for Resident C and her cousin.</p>

	<p>Staff, Ms. Unique Washington stated that she was sitting near both Ms. Robinson and Resident C while on the phone that night. She did not hear Ms. Robinson arrange a sex date for Resident C.</p> <p>Resident C recalled that on the night in question, staff Ms. Jenelle Robinson was on the phone with her cousin. She and the cousin began flirting and a sex date was set. Staff, Ms. Jenelle Robinson agreed to transport.</p> <p>Based on the information received in the course of this investigation, there is insufficient evidence to support the rule violation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

On an unspecified date within the last 1-2 weeks, staff, Ms. Erica Taylor was mad and told Resident A "you need your ass whooped".

INVESTIGATION:

On 02/24/2022, I received a complaint via BCAL Online complaints.

On 02/28/2022, I spoke with Ms. Kim Nguyen-Forbes, Recipient Rights Investigator, Genesee County. Shared that in her interview with Resident A's witness, Resident B, she could not corroborate that she'd heard staff, Ms. Ericka Taylor state that Resident A "needed her ass whooped". Resident B is not a reliable witness; therefore, she is unable to substantiate the allegations.

On 03/23/2022, I spoke with Ms. Candy Hamilton, license administrator. Ms. Hamilton was able to add that staff, Ms. Erica Taylor resigned from her position the day before the allegations were made. Resident A made the allegations against staff, Ms. Erica Taylor after she had separated from the facility. She shared that Resident A is known for making up lies against other residents and staff. Resident A often manipulates other residents in to doing and saying the things she wants. Resident B, her potential witness is often being manipulated by Resident A.

On 03/24/2022, I conducted an onsite inspection at Maple Road Home. An interview with Resident A was conducted. Resident A indicated that on the day in question staff, Ms. Erica Taylor was fussing at her because she was taking a long time getting dressed. Resident A indicated that because she couldn't find anything to wear, she made the comment to herself, "oh just shoot me". Ms. Taylor mistakenly thought she'd said that she would "shoot her". She then threatened to call her probation officer and

said that she “needed to get her ass whooped”. Her roommate, Resident B, overheard what Ms. Taylor said.

On 03/24/2022, I conducted an interview with Resident B. Resident B indicated that she only overheard staff, Ms. Ericka Taylor, threaten to call her probation officer, nothing else.

On 03/24/2022, I made a call to direct staff, Ms. Ericka Taylor. The number was no longer in service.

On 03/28/2022, I spoke with Mr. Sammie Dillard, assigned GHS case manager for Resident A. He shared that he recently just became the assigned case manager for Resident A and first met with her on 03/24/2022. He has no concerns with the home based on his initial visit. Mr. Dillard is unaware of the allegations as he was not the assigned case manager at the time. He shared that Resident A is her own guardian.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	<p>(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:</p> <ul style="list-style-type: none"> (f) Subject a resident to any of the following: <ul style="list-style-type: none"> (i) Mental or emotional cruelty. (ii) Verbal abuse. (iii) Derogatory remarks about the resident or members of his or her family. (iv) Threats.
ANALYSIS:	<p>It was alleged that staff, Ms. Erica Taylor was mad and told Resident A "you need your ass whooped".</p> <p>Ms. Kim Nguyen-Forbes, Recipient Rights Investigator, Genesee County, shared that Resident B she could not corroborate the allegations. Resident B is not a reliable witness; therefore, she is unable to substantiate the allegations.</p> <p>Ms. Candy Hamilton, license administrator, shared that Resident A is known for making up lies against other residents and staff. Resident A often manipulates other residents in to doing and saying the things she wants.</p>

	<p>Resident A indicated that staff, Ms. Erica Taylor mistakenly thought she'd said that she would "shoot her". She then threatened to call her probation officer and said that she "needed to get her ass whooped".</p> <p>Resident B denied that she overheard Ms. Taylor tell Resident A she "needed her ass whooped".</p> <p>The phone number for Ms. Ericka Taylor was no longer in service</p> <p>Mr. Sammie Dillard, assigned GHS case manager for Resident A, is unaware of the allegations as he was not the assigned case manager at the time. He has no concerns with the home based on his initial visit. He shared that Resident A is her own guardian.</p> <p>Based on the information received in the course of this investigation, there is insufficient evidence to support the rule violation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 03/28/2022, I spoke with Ms. Penny Thom, GHS assigned case manager for Resident C. Ms. Thom also indicated that Resident C informed her that she gave staff, Ms. Robinson \$20 gas for transportation to the sex date.

On 03/28/2022, I spoke with staff, Ms. Jenell Robinson. Ms. Robinson admits that she took the \$20 from Resident C. She indicated that she borrowed the money for gas until she got paid the following day, however, she was suspended before she could return it.

On 04/04/2022, I spoke with Resident C. She indicated that she gave Ms. Jenelle Robinson \$20 to transport her to the sex date with her cousin, because he had no car or money. Ms. Robinson indicated that she would transport her for \$20. Resident C indicated that she did not receive her money back as promised.

On 04/04/2022, I conducted an exit conference with the licensee, Ms. Jennifer Baskaran. I informed her of the licensing rule violation substantiated. A corrective action plan was requested within 15 days.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(10) A licensee, administrator, direct care staff, other employees, volunteers under the direction of the licensee, and members of their families shall not accept, take, or borrow money or valuables from a resident, even with the consent of the resident.
ANALYSIS:	<p>Ms. Penny Thom, GHS assigned case manager for Resident C. indicated that Resident C informed her that she gave staff, Ms. Robinson \$20 gas for transportation.</p> <p>Staff, Ms. Jenell Robinson admits that she borrowed the \$20 from Resident C for gas.</p> <p>Resident C confirmed that she gave Ms. Jenelle Robinson \$20 for transportation to a date.</p> <p>Based on the information received in the course of this investigation, there is sufficient evidence to support the rule violation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon the receipt of an approved corrective action plan, no changes to the status of the license is recommended.



April 5, 2022

Sabrina McGowan
Licensing Consultant

Date

Approved By:



April 6, 2022

Mary E Holton
Area Manager

Date