



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 3, 2022

Nicholas Burnett  
Flatrock Manor, Inc.  
2360 Stonebridge Drive  
Flint, MI 48532

RE: License #:	AM250402027
Investigation #:	2022A0123028
	Goodrich South

Dear Mr. Burnett:

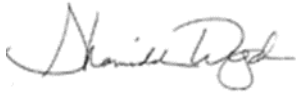
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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. 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, appearing to read "Shamidah Wyden".

Shamidah Wyden, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48607  
989-395-6853

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>	AM250402027
<b>Investigation #:</b>	2022A0123028
<b>Complaint Receipt Date:</b>	03/17/2022
<b>Investigation Initiation Date:</b>	03/18/2022
<b>Report Due Date:</b>	05/16/2022
<b>Licensee Name:</b>	Flatrock Manor, Inc.
<b>Licensee Address:</b>	7012 River Road Flushing, MI 48433
<b>Licensee Telephone #:</b>	(810) 964-1430
<b>Administrator:</b>	Morgan Yarksoky
<b>Licensee Designee:</b>	Nicholas Burnett
<b>Name of Facility:</b>	Goodrich South
<b>Facility Address:</b>	7290 State Rd. Goodrich, MI 48438
<b>Facility Telephone #:</b>	(810) 877-6932
<b>Original Issuance Date:</b>	12/23/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/23/2020
<b>Expiration Date:</b>	06/22/2022
<b>Capacity:</b>	12
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
On 02/27/2022, Staff Giahanna Love was provoking other residents to attack Resident A. Staff Love took Resident B out of their bedroom and pointed at Resident A, and the resident attacked Resident A. On 03/03/2022, Staff Love punched Resident A in the stomach which caused a wound that was on his stomach to reopen and bleed. Staff Love pushed Resident A's head hard against the wall. Staff Love also trashed Resident A's room and walked out on her job.	Yes
Additional Findings	Yes

## III. METHODOLOGY

03/17/2022	Special Investigation Intake 2022A0123028
03/17/2022	APS Referral Information received regarding APS referral.
03/18/2022	Special Investigation Initiated - On Site I conducted an unannounced on-site visit at the facility.
03/24/2022	Contact - Telephone call received I received a call from home manager Horace Isom.
04/01/2022	Contact- Document Received I received faxed documentation.
04/18/2022	Contact - Telephone call made I left a voicemail message for staff Giahanna Love requesting a return call.
04/18/2022	Contact - Telephone call made I made an attempted call to staff Knari Hildreth-Demps. The phone appeared to be out of service.
04/18/2022	Contact - Telephone call made I made an attempted call to staff Deonte Hopkins. There was no answer, and the voicemail was not set up.
04/18/2022	Contact - Telephone call made I made a call to Staff Isom.
04/18/2022	Contact - Telephone call made

	I left a voicemail message requesting a return call from Guardian 1.
04/21/2022	Contact - Telephone call received I spoke with Guardian 1 via phone.
04/21/2022	Contact - Telephone call made I spoke with Resident A's case manager Penny Tohm via phone.
04/25/2022	Contact - Telephone call made I made a second attempted call to Staff Love. She sent the call to voicemail and responded via text.
04/25/2022	Contact - Telephone call made I made a second attempted call to Staff Hildreth-Demps. The phone was still out of service.
04/25/2022	Contact - Telephone call made I made a call to staff Deonte Hopkins. An unidentified woman answered and stated that I have the wrong number.
04/25/2022	Contact - Document Sent I sent a letter via email to the Genesee County Sheriff's Department requesting a copy of the police report.
04/27/2022	Contact - Telephone call made I left a message for recipient rights investigator Kim-Nguyen Forbes, requesting a return call.
04/27/2022	Contact - Document Received I received a copy of the requested police report via email from the Genesee County Sherriff's department.
04/28/2022	Contact- Telephone call received I spoke with Ms. Nguyen-Forbes via phone.
05/02/2022	Contact- Telephone call made I interviewed former staff Knari Demps via phone.
05/02/2022	Contact- Telephone call made I spoke with staff Chy-Dae Howard via phone.
05/03/2022	Exit Conference I spoke with Nicholas Burnett via phone.

**ALLEGATION:** On 02/27/2022, Staff Giahanna Love was provoking other residents to attack Resident A. Staff Love took Resident B out of their bedroom and pointed at Resident A, and the resident attacked Resident A. On 03/03/2022, Staff Love punched Resident A in the stomach which caused a wound that was on his stomach to reopen and bleed. Staff Love also pushed Resident A's head hard against the wall. Staff Love also trashed Resident A's room and walked out on her job.

**INVESTIGATION:** On 03/18/2022, I conducted an unannounced on-site visit at the facility. I interviewed staff Shaniyah Wilson. She stated that the incident happened about three to four weeks ago during first shift. She stated that staff Giahanna Love was by the bathroom fighting with Resident A. She stated that she told Staff Love not to mess up Resident A's room and Staff Love said, "I don't give a fuck!" She stated that Staff Love started trashing stuff in Resident A's room. She stated that home manager Horace Isom came over about two to three minutes later and asked for photos. She stated that Staff Isom and someone else named Hailey cleaned up Resident A's room. Staff Wilson stated that she does not know about the physical assault but stated that Staff Love did say "I don't need this shit. Look what he did to my face," and "I'm going to fuck up your room." Staff Wilson stated that this was her first time working with Staff Love, and that Staff Love walked off the job right after she trashed Resident A's room. She stated that she had Resident A's board that day and was assigned to Resident A so she does not know why Staff Love was bothering Resident A. Staff Wilson stated that Staff Love appeared irritable prior to the incident. Staff Wilson denied knowing if an incident report was written. Staff Wilson stated that she heard about Staff Love hitting Resident A with a floor mat. She stated that Staff Isom went into the bathroom with Resident A and may know more about the alleged injury.

Staff Wilson reported that she has photos of Resident A's bedroom after Staff Love trashed his room. Staff Wilson text me these photos during this interview. I received two photos of Resident A's room. The IOS data on the photos note that they were taken on 03/03/2022 at 2:05 pm. The room appears to have trash, snacks, a snack box, pencils, markers, a couple of cups, a milk looking substance spilled on the floor, and miscellaneous items thrown on his bed. The photos verify that Resident A's room appeared to be trashed.

On 03/18/2022, I interviewed Resident A at the facility. Resident A stated that Staff Love attacked him by kicking him in his head, stomping him, and trashing his room. He stated that Staff Love knocked him on the floor, and he fell on his stomach. Resident A stated that he cannot remember exactly what happened, but his stomach was bleeding. He stated that staff did wound cleaning and he did not go to the hospital or see a doctor afterwards. Resident A stated that he could not remember what started the altercation. Resident A stated that some days he feels safe, some days not. He stated that he gets attacked by two other residents that reside in the facility. He stated that Staff Love made him feel like she did not like him. Resident A denied that Staff Love cussed at him. Resident A did state that Staff Love trashed his bed and threw cereal all over the floor.

On 03/24/2022, I interviewed home manager Horace Isom via phone. Staff Isom stated that during the incident, he was in the office. Staff came to the office and told him to go to the floor. He stated that prior to this Staff Love text him that she quit. Staff Isom stated that he was told that Staff Love hit Resident A, but he is not sure where Resident A was hit, and denied seeing any blood on Resident A. He stated that Staff Love did trash Resident A's bedroom. He stated that the police are involved.

On 04/01/2022, I received documentation from program director Bradley Jacobi. A copy of Resident A's *Antecedent-Behavior-Intervention Chart* was reviewed for March 2022. The documentation does not note anything regarding the incident with Staff Love that occurred on 03/03/2022. The only notes for 03/03/2022 was that Resident A "*bit resident leg*" between 8:32 am and 8:39 am, and "*bothering another peer; keep asking same questions*" between 4:45 pm and 4:46 pm. The February 2022 chart does not have an incident documented for 02/27/2022 for Resident B attacking Resident A. The only entry for 02/27/2022 was from 12:00 pm to 2:00 pm and notes Resident A was throwing objects in his room. A copy of Resident A's Behavioral Treatment Plan dated for 02/01/2022 was reviewed and states that "*[Resident A] has a history of invading the space of others and repetitively making statements and/or asking questions which has been an irritation to peers and has resulted to [Resident A] being a target of others physical aggression.*" The IPOS details how staff are to approach Resident A's behaviors including de-escalation, practicing coping skills, and problem solving.

On 04/18/2022 and 04/25/2022, I made attempts to contact staff Gihanna Love. She informed me via text she would contact me back. I gave her my availability, and she failed to return my call.

On 04/21/2022, I spoke with Resident A's Guardian 1 via phone. Guardian 1 stated that she is aware that there are two residents who attack Resident A. She stated that she thinks staff edge on the other aggressive residents to attack Resident A. She stated that staff prey on Resident A, and she does not understand how staff treats the residents the way they do. She stated that Resident A told her about a staff person trashing his room.

On 04/21/2022, I spoke with Genesee Health System case manager Penny Tohm via phone. Ms. Tohm stated that she was never informed on the incident by Resident A but was informed by recipient rights. She stated that Resident A's complains, but not about staff attacking him. She stated that Resident A will create problems and then reports it. She stated that Resident A provokes other residents by talking about them in their presence, and then residents attack him. She stated that Resident A is fully aware of what he is doing as he will grin and then continue with the behavior.

On 04/27/2022, I received a copy of a Genesee County Sherriff's Office case report authored by Deputy Nicolas Brooks dated for 03/22/2022. The case number is 2212500911. The victim is listed as Resident A, and the suspect is listed as staff Giahanna Love. The report states the following regarding Resident A's interview:

*“Deputy Brooks then responded to Flat Rock at 7290 S. State Rd. and made contact with [Resident A]. [Resident A] has short term memory loss due to a stroke and could not remember what date the incident occurred. [Resident A] stated that Love became angry at him when he started yelling and calling her names. [Resident A] stated that Love pushed him into his room and then pushed him onto the ground. [Resident A] stated his stomach wound opened and started to bleed. [Resident A] stated Love then “tore up his room.” [Resident A] stated that incidents like this occur frequently and that other residents assault him on a regular basis. [Resident A] stated that other staff members encourage this behavior and do not face any discipline. Deputy Brooks observed a small wound on [Resident A’s] stomach but it did not appear to be recent.”*

The report further states *“Deputy Brooks then made contact with Deonte Hopkins who is a cook at Flat Rock. Hopkins stated that the only thing he saw was Love using a self defense pad to push [Resident A] away because “[Resident A] was in her face.”*

On 04/28/2022, I received a return call from recipient rights investigator Kim Nguyen-Forbes. Mrs. Forbes stated that the facility refused to file a police report stating that it was fraudulent because they did not witness the incident, and that the facility also did not complete an incident report. She stated that she has not been able to get ahold of Staff Love for an interview. She stated that Resident A reported that his wound re-opened, and staff Knari Demps also said that Resident A’s wound re-opened. She stated that Staff Hopkins was interviewed and stated that he did not see the assault but saw the wound and heard Resident A yelling and crying. She stated that Staff Hopkins lied to the police, as he reported to recipient rights that he was in the kitchen prepping lunch and heard Resident A yelling and crying, and then saw Staff Love and Resident A yelling back and forth. She stated that Resident A showed Staff Hopkins his wound. She stated that the resident (Resident B) who attacked Resident A on 02/27/2022 is non-verbal. She stated that Staff Wilson initially reported that she saw Staff Love hitting Resident A, then retracted and stated that she heard Resident A crying, and saw Staff Love in the doorway of Resident A’s room, and that Staff Love trashed Resident A’s room. She stated that Ms. Demps corroborated all the allegations but did not see the actual attack.

On 05/02/2022, I made a call to former staff person Knari Demps via phone. Ms. Demps stated that on 02/27/2022, Resident A kept calling staff Giahanna Love’s name. Staff Love got mad and woke up Resident B. She stated that she did not see when Resident B grabbed Resident A, as she was not in the dining room when it happened. She stated that Resident A got upset about it and threw his lunch at Staff Love. She stated that she saw Staff Love go into the kitchen and take Resident A’s personal snacks. She stated that staff the next day came in looking for Resident A’s personal snacks and could not find them, so she thinks that Staff Love threw them away. Ms. Demps stated that she does not think Staff Love punched Resident A on 03/03/2022 but hit him with a broom stick. She stated that she saw Staff Love standing holding one. She stated that she observed Resident A bleeding, and that she personally had to clean Resident A up. She stated that she witnessed Resident A tell Staff Love to look at what she (Staff Love) did to his stomach, and that Staff Love replied “Look what you did to



my face. You scratched my face!” Ms. Demps stated that Resident A’s stomach was not bad, a scabbed came off, and he was bleeding a little. She stated that she had heard Resident A crying in pain, and she had come out of the med room and saw Resident A holding his shirt up. Ms. Demps stated that she heard Staff Love tell Resident A “I’m going to fuck your room up!” Ms. Demps stated that she did not go into Resident A’s room after it was trashed by Staff Love. She stated that Staff Wilson had approached her and asked if she had to clean Resident A’s room again, because she had just cleaned it. She stated that as soon as she asked who messed up the room, and Staff Wilson said it was Staff Love, she looked up and saw Staff Love exiting Resident A’s bedroom with her coat and bookbag. She stated that Staff Love walked off the job after this. Ms. Demps stated that she called both the support staff and home manager Horace Isom and told them what happened. She stated that the support staff and Staff Isom took photos of the room and cleaned it up.

On 05/02/2022, I spoke with staff person Chy-Dae Howard via phone. Staff Howard stated that was present at the facility during the alleged incident on 03/03/2022. She stated that she did not see what happened as it was the end of the shift, and she was doing chores/cleaning rooms. She stated that she heard all the commotion and heard Resident A crying, and other persons running in. She stated that she asked someone what happened, and they told her that Staff Love had trashed Resident A’s room and then left.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	<p>On 03/18/2022, I conducted unannounced visit to the facility. Staff Wilson was interviewed and reported that Staff Love trashed Resident A’s room after fighting with Resident A in the bathroom. Staff Wilson also provided photos of Resident A’s room confirming that Resident A’s room was trashed on 03/03/2022.</p> <p>Resident A was interviewed and reported that Staff Love physically assaulted him. Resident A stated that he gets attacked by other residents in the home, and that Staff Love trashed his room.</p> <p>Staff Isom that Staff Love did trash Resident A’s room, and was told that Staff Love hit Resident A.</p> <p>Guardian 1 stated that she thinks staff edge on other aggressive residents to attack Resident A, and that she was</p>

	<p>informed that Resident A's room was trashed.</p> <p>A police report dated 03/22/2022 was obtained and reviewed. The report included an interview with Resident A where he reported to police that Staff Love physically assaulted him and tore up his room.</p> <p>Ms. Demps was interviewed and reported that Staff Love had Resident B go after Resident A on 02/27/2022, and that there was a physical altercation between Staff Love and Resident A on 03/03/2022. She reported that Staff Love trashed Resident A's room.</p> <p>There is a preponderance of evidence to substantiate a rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<p><b>(2) Direct care staff shall possess all of the following qualifications:</b></p> <p><b>(a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</b></p>
<b>ANALYSIS:</b>	<p>On 03/18/2022, I conducted unannounced visit to the facility. Staff Wilson was interviewed and reported that Staff Love trashed Resident A's room after fighting with Resident A in the bathroom. Staff Wilson also provided photos of Resident A's room confirming that Resident A's room was trashed on 03/03/2022.</p> <p>Resident A was interviewed and reported that Staff Love physically assaulted him. Resident A stated that he gets attacked by other residents in the home, and that Staff Love trashed his room.</p> <p>Staff Isom that Staff Love did trash Resident A's room, and was told that Staff Love hit Resident A.</p> <p>A police report dated 03/22/2022 was obtained and reviewed. The report included an interview with Resident A where he reported to police that Staff Love physically assaulted him and</p>

	<p>tore up his room.</p> <p>Ms. Demps was interviewed and reported that Staff Love had Resident B go after Resident A on 02/27/2022, and that there was a physical altercation between Staff Love and Resident A on 03/03/2022. She reported that Staff Love trashed Resident A's room.</p> <p>On 04/18/2022 and 04/25/2022, I made attempts to contact staff Gihanna Love. She informed me via text she would contact me back. I gave her my availability, and she failed to return my call.</p> <p>There is a preponderance of evidence to substantiate a rule violation suitability regarding staff Giahanna Love.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:** On 03/18/2022, I conducted an unannounced on-site visit at the facility. I spoke with home manager Carson Robinson who reported that Goodrich South's home manager Horace Isom was not present. I left a list of documents along with my business card, requesting that Staff Isom fax me the requested documents, including copy of the incident report.

On 03/24/2022, I spoke with Staff Isom via phone. I informed him of the documentation that I had requested and reiterated what was needed.

On 04/01/2022, I received requested information from director Bradley Jacobi. The documentation did not include any incident reports.

On 04/27/2022, I sent Staff Jacobi a follow up email regarding the incident report that should have been written regarding the allegations and I did not receive a response from Staff Jacobi.

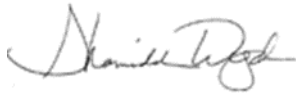
<b>APPLICABLE RULE</b>	
<b>R 400.14311</b>	<b>Investigation and reporting of incidents, accidents, illnesses, absences, and death.</b>
	<b>(2) An immediate investigation of the cause of an accident or incident that involves a resident, employee, or visitor shall be initiated by a group home licensee or administrator and an appropriate accident or incident report shall be completed and maintained.</b>

<b>ANALYSIS:</b>	Multiple attempts were made to obtain incident reports for the incidents that were alleged to have occurred on 02/27/2022 and 03/03/2022. The facility did not provide copies of the documentation.  There is a preponderance of evidence to substantiate a rule violation.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 05/03/2022, I conducted an exit conference with licensee designee Nicholas Burnett. I informed him of the findings and conclusions.

#### IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend continuation of the AFC medium group home (capacity 12).

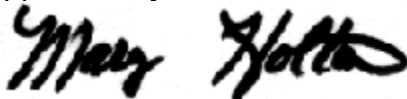


05/03/2022

Shamidah Wyden  
Licensing Consultant

Date

Approved By:



05/03/2022

Mary E Holton  
Area Manager

Date