



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 10, 2022

Paula Barnes
Central State Community Services, Inc.
Suite 201
2603 W Wackerly Rd
Midland, MI 48640

RE: License #: AM250083741
Investigation #: 2022A0580031
Lara House

Dear Ms. Barnes:

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 letters are fluid and connected, with a prominent initial 'S'.

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**

I. IDENTIFYING INFORMATION

License #:	AM250083741
Investigation #:	2022A0580031
Complaint Receipt Date:	04/07/2022
Investigation Initiation Date:	04/11/2022
Report Due Date:	06/06/2022
Licensee Name:	Central State Community Services, Inc.
Licensee Address:	Suite 201 2603 W Wackerly Rd Midland, MI 48640
Licensee Telephone #:	(989) 631-6691
Administrator:	Paula Barnes
Licensee Designee:	Paula Barnes
Name of Facility:	Lara House
Facility Address:	6151 W. Lake Road Clio, MI 48420
Facility Telephone #:	(810) 687-2350
Original Issuance Date:	06/22/2001
License Status:	REGULAR
Effective Date:	08/01/2020
Expiration Date:	07/31/2022
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff, Ms. Kanquasha Stevenson told Resident A "you are not eating". There is concern that staff are withholding food.	Yes

III. METHODOLOGY

04/07/2022	Special Investigation Intake 2022A0580031
04/11/2022	Special Investigation Initiated - Telephone A call was made to Ms. Jenny Beatty, Home Manager.
05/04/2022	Contact - Telephone call made A call was made to Ms. Penny Thom, GHS Case Manager for Resident A.
05/09/2022	Inspection Completed On-site An onsite inspection was conducted. An interview was held with direct staff, Ms. Kanquasha Stevenson.
05/09/2022	Contact - Face to Face An interview was conducted with Resident A.
05/09/2022	APS Referral A referral sharing the allegations was made to APS.
05/09/2022	Inspection Completed-BCAL Sub. Compliance
05/10/2022	Exit Conference An exit conference was held with the licensee designee, Ms. Paula Barnes.

ALLEGATION:

Staff, Ms. Kanquasha Stevenson told Resident A "you are not eating". There is concern that staff are withholding food.

INVESTIGATION:

On 04/07/2022, I received a complaint via BCAL Online Complaints.

On 04/11/2022, I spoke with the home manager, Ms. Beatty. She denied hearing direct staff, Ms. Kanquasha Stevenson deny Resident A food as alleged. She indicated that at the time, she was in the office with the door closed.

On 05/04/2022, I spoke with Ms. Penny Thom, assigned GHS case manager for Resident A. She indicated that on the date of the allegations, she was at the home in the office, training the manager, Ms. Jenny Betty on how to care for a new resident moving into the home, when she overheard staff, identified as Ms. Kanquasha Stevenson, indicate to Resident A that she would not be eating due to a derogatory remark she'd made to Ms. Stevenson. Ms. Thom indicated that she looked at Ms. Beatty afterwards and directly informed her that staff cannot withhold food. Ms. Thom indicated that she then directly addressed Ms. Stevenson, informing her that food is a right and cannot be withheld from a resident. Ms. Stevenson then indicated that she did not care, to turn her in and write her up. Ms. Stevenson also indicated that until Resident A is respectful to her, she would not be eating. Ms. Thom indicated that she then spoke with Resident A to ensure she was okay prior to departing the home.

On 05/09/2022, I made a complaint to APS, sharing the allegations.

On 05/09/2022, I conducted an onsite inspection at Lara House AFC. Contact was made with direct staff, Ms. Kanquasha Stevenson. Ms. Stevenson indicated that on the day in question, Resident A was hollering, screaming and disrespectful while in the middle one of her behavioral episodes. She indicated that she did not deny Resident A her food. She did not want her to disrupt the other residents with her behavior, so Resident A was served her food last after everyone else had eaten.

On 05/09/2022, I spoke with Resident A. Resident A was screaming and hollering while in the middle of having a behavior episode during the visit. Resident A was able to calm down enough to indicate that she gets enough food to eat, however, she has very little money left to buy the snacks that she likes.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(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: (e) Withhold food, water, clothing, rest, or toilet use.
ANALYSIS:	<p>It was alleged that staff, Ms. Kanquasha Stevenson, is withholding food from Resident A.</p> <p>Home manager, Ms. Jenny Beatty, denied hearing direct staff, Ms. Kanquasha Stevenson deny the resident food as alleged, indicating that at the time, she was in the office with the door closed.</p> <p>Ms. Penny Thom, assigned GHS case manager for Resident A, indicated that she overheard staff, identified as Ms. Kanquasha Stevenson, state to Resident A, that she would not be eating due to a derogatory remark she made to Ms. Stevenson.</p> <p>Direct staff, Ms. Kanquasha Stevenson, indicated that she did not deny Resident A her food, however, Resident A was served her food last after everyone else had eaten.</p> <p>Resident A was able to calm down enough to indicate that she gets enough food to eat, however, she has very little money left to buy the snacks that she likes.</p> <p>Based on Ms. Stevenson's admission of withholding Resident A's food until after the other residents had eaten, there is sufficient evidence to support the rule violation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 05/10/2022, I conducted an exit conference with the licensee, Ms. Paula Barnes. Ms. Barnes was informed that a licensing rule violation was found.

IV. RECOMMENDATION

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



May 10, 2022

Sabrina McGowan
Licensing Consultant

Date

Approved By:



May 10, 2022

Mary E Holton
Area Manager

Date