



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 2, 2022

David Paul
Hope Network Behavioral Health Services
PO Box 890
3075 Orchard Vista Drive
Grand Rapids, MI 49518-0890

RE: License #: AS700365883
Investigation #: 2022A0467051
Harbor Point Intensive - North Unit

Dear Mr. Paul:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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 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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS700365883
Investigation #:	2022A0467051
Complaint Receipt Date:	07/25/2022
Investigation Initiation Date:	07/25/2022
Report Due Date:	09/23/2022
Licensee Name:	Hope Network Behavioral Health Services
Licensee Address:	PO Box 890, 3075 Orchard Vista Drive Grand Rapids, MI 49518-0890
Licensee Telephone #:	(161) 643-0795
Administrator:	David Paul
Licensee Designee:	David Paul
Name of Facility:	Harbor Point Intensive - North Unit
Facility Address:	Upper Level, 16908 130 th Street Nunica, MI 49448
Facility Telephone #:	(616) 414-7305
Original Issuance Date:	03/10/2015
License Status:	REGULAR
Effective Date:	09/10/2021
Expiration Date:	09/09/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 7/12/22, staff member Renae Watts yelled, screamed, and argued with Resident A and B during an outing. She also “blared the radio” to prevent Resident A from talking back to her.	Yes

III. METHODOLOGY

07/25/2022	Special Investigation Intake 2022A0467051
07/25/2022	Special Investigation Initiated - Telephone
07/25/2022	Inspection Completed On-site
07/25/2022	APS Referral A copy of the complaint was sent to APS
08/02/2022	Exit conference completed with Stephanie Leone on behalf of the licensee designee, David Paul

ALLEGATION: On 7/12/22, staff member Renae Watts yelled, screamed, and argued with Resident A and B during an outing. She also “blared the radio” to prevent Resident A from talking back to her.

INVESTIGATION: On 7/25/22, I spoke to licensee designee, David Paul regarding a 7/12/22 incident report (IR) involving staff member Renae Watts and Resident A. The IR was authored by Resident A’s case manager, Alyssa Otten. The IR states that while Mrs. Watts was transporting Resident A and two others, she began “arguing, yelling, and screaming” at Resident A. The IR states that Mrs. Watts was pointing fingers at Resident A while stating, “I know what you are, you men think you are so slick. You really think you could have me? I’m one with the lord.” The IR also states that Mrs. Watts “blared the radio” to prevent Resident A from speaking to her. Resident A reportedly felt unsafe and asked to exit the vehicle. It was also alleged that Mrs. Watts has been telling Resident A “stories” and “intimate details of her marriage.”

Mr. Paul stated that Hope Network plans to do an internal investigation and did not want to impede if LARA plans to investigate. Mr. Paul stated that the assistant program manager, Dedrick Fondren was the staff member that drove the residents back to the facility on the day in question. Mr. Paul did not know the names of the other two residents that were present in the vehicle with Resident A on 7/12/22. Mr.

Paul plans to have Mr. Fondren call me to provide me with the names of other two residents that were in the vehicle.

On 7/25/22, I received a call from Mr. Fondren as anticipated. Mr. Fondren confirmed that he met Mrs. Watts halfway and drove the vehicle back to the program on 7/12/22. Mr. Fondren stated that Resident B and Resident C were the other two residents in the vehicle. Mr. Fondren stated that Resident A did not want to discuss this incident with him after returning from the outing. Therefore, he does not have further details. I explained to Mr. Fondren that I would be at the facility today to speak to all three residents.

On 7/25/22, I made an announced onsite investigation to the facility. Upon arrival, entry was made into the facility and introductions were made with Resident A. Resident A was interviewed in his room. Resident A stated that he has been at the facility since March of 2022 and things are going "alright." Resident A was asked to share what occurred during an outing between he and Mrs. Watts on 7/12/22. Resident A stated that he was in a "stupid and dumb" argument with Mrs. Watts on 7/12/22 when she was transporting him, Resident B, and Resident C to Walmart on a group outing. Resident A stated that that the argument initiated when he asked Resident B to buy him a pack of cigars and he would pay him back. Resident A stated that Mrs. Watts "got pissed off" and started yelling and screaming as she was accusing him of trying to take advantage of Resident B. Resident A was adamant that he was not trying to take advantage of anyone. In addition to Mrs. Watts arguing, screaming, and yelling at Resident A, she reportedly "turned the radio all the way up" to prevent him from talking back to her. Resident A stated that Mrs. Watts was also yelling and screaming at Resident B and C while in the vehicle. Resident A stated that Mrs. Watts "crossed the line" when she yelled and screamed at him and the other two residents.

Regarding Mrs. Watts sharing intimate information about her romantic life, Resident A stated that Mrs. Watt's told him that she is married and currently having marital issues. Specifically, Resident A stated that Mrs. Watts told him that her husband is cheating on her and he likes women that wears wigs "because it's like he's with a new woman" each time. Resident A also stated that Mrs. Watts told him that she does not "get any" from her husband, referring to sex. Resident A stated that he felt uncomfortable when Mrs. Watts shared this information with him. Resident A stated that Mrs. Watts husband, Deon Watts, is also an employee of Hope Network and works at the facility just down the road. Resident A stated that Mrs. Watts has shared this kind of information with him since his first day meeting her. Resident A also stated that Mrs. Watts stated, "there's nothing I can do about us," implying that if he weren't a resident, she would be interested in being in a romantic relationship with him. Resident A stated that Mrs. Watts flirts with him and she wears clothing that "shows too much." Resident A stated that Mrs. Watts "came on to me" while in the van for an outing. When asked to expand on his statement, Resident A stated that Mrs. Watts "rubbed my shoulder and she was being too affectionate." He did not expand further on this. Resident A stated that Mrs. Watts is unstable to the point that

she needs to “be on something,” referring to medication. Resident A has not seen Mrs. Watts since the 7/12/22 outing. He denied any concerns with other staff members.

After speaking to Resident A, I spoke to Resident B. Resident B was interviewed in his room. Resident B stated that he has been a resident at the facility for 18 years and things are going “ok.” Resident B was asked if he’s had any issues with Mrs. Watts and he stated yes and added that Mrs. Watts is no longer at the facility. Resident B stated that he could not recall the specific date but there was a day that Mrs. Watts was taking him, Resident A and Resident C to Walmart for an outing. Prior to leaving the facility, Resident A and C were arguing over who would be sitting in the front seat. Mrs. Watts reportedly stated that Resident C requested the front seat first and Resident B confirmed this. Mrs. Watts and all three residents entered the vehicle to go to Walmart. While driving, Resident B stated that Mrs. Watts and Resident A started arguing about the front seat. Resident B stated that Mrs. Watts told Resident A that they will not go to Walmart if he chooses to fight back and forth about the front seat.

Resident B stated that Mrs. Watts and Resident A continued to argue over the front seat and this led to Mrs. Watts turning the radio all the way up to prevent Resident A from talking. Resident B stated that Mrs. Watt kept stating, “if you’re going to keep bitching, we can go back.” Resident B stated that Resident A told Mrs. Watts that she’s a “suck up” and “prejudice hoe.” Resident B stated that Resident A also told Mrs. Watts that “you do everything for men and have sex with men.” Resident B stated that Resident A told Mrs. Watts that he sees her talking to guys that she’s in love with although she has a husband that works for Hope Network. Resident B stated that Mrs. Watts was swearing at Resident A, as well as himself and Resident C. Resident B stated that the arguing between Resident A and Mrs. Watts led to Resident A getting out of the vehicle and attempting to hitch hike back to the facility. Resident B shared that Mrs. Watts stated, “if anybody snitches or tells, I will hear about it.” Resident B stated that Mrs. Watts also stated “go right ahead and report me. I don’t give a fuck.” Resident B stated that Mrs. Watts called the assistant program manager, Mr. Fondren and he drove the residents back to the facility.

Resident B stated that he has seen Mrs. Watts flirt with residents, including himself by giving them hugs and touching their hands. Resident B stated that he told Mrs. Watts that it makes him uncomfortable, and she reportedly stated, “it’s ok” and continued to give him hugs. Resident B did not provide names of residents that he reportedly saw Mrs. Watts flirting with. Resident B was asked if he recalled Mrs. Watts telling Resident A “I know what you are, you men think you are so slick. You really think you could have me? I’m one with the lord.” Resident A did not answer the question directly. In fact, he began discussing unrelated topics. I redirected Resident A to my question and he stated “yes” to Mrs. Watts making this statement.

Prior to ending the interview with Resident B, he stated that Resident A told him that Mrs. Watts smokes marijuana. Resident B stated that on the day Mrs. Watts was

transporting himself, Resident A, and Resident C to Walmart, she smoked marijuana through a vape pen in the vehicle. Resident B stated that Mrs. Watts also gave the marijuana vape pen to Resident A and C to smoke. Resident B recalls Mrs. Watts giving the vape pen to residents to use in the basement of the facility as well.

After speaking to Resident B, I spoke to Resident A again. Resident A confirmed that Mrs. Watts has given him her vape pen to use while on outings and in the basement of the facility. Resident A denied that the vape pen had any nicotine or marijuana in it. Resident A stated that it was “just vape.” Resident A was unsure if Mrs. Watts allowed any other residents to use her vape pen. Resident A also stated that Mrs. Watts “said something like that,” referring to her making a statement about thinking he could have her. Resident A stated that Mrs. Watts “tried getting with me but it won’t work.” Resident A expanded on this by sharing that Mrs. Watts has told him “I know you like me but if you weren’t in this place it would be a different story.” Resident A also stated that he’s met Mrs. Watt’s husband, Deon Watts as he works for Hope Network as well. Resident A stated that Mr. Watts is a nice guy and “nothing like how she (Mrs. Watts) says he is.” Resident A stated that he has never seen Mr. Watts flirting with other women.

After speaking to Resident A, I attempt to speak with Resident C. Resident C was asleep while sitting at the kitchen table. Staff woke Resident C and introductions were made. I attempted to interview Resident C but he refused and stated “I’m straight.” I then spoke with the assistant program manager, Dedrick Fondren. Mr. Fondren again shared that Resident A refused to speak to him regarding this incident. Therefore, he does not have specific details as to what occurred. Mr. Fondren stated that he is aware that Resident A likes Mrs. Watts. This information was discussed during an operations meeting approximately 2-3 weeks ago. Mr. Fondren stated that Resident A’s focus goes from one female staff to the next and Mrs. Watts has been his focus lately. Mr. Fondren stated that he told Mrs. Watts to “be on her P’s and Q’s” around Resident A due to having knowledge of him liking her. On the same day, Mr. Fondren sent me an email of a conversation between Resident A and his case manager, Alyssa Otten where Resident A expressed feeling a lot of weight from staff sharing personal information with him. The email also states that Resident A admitted that he did “have a thing” for Mrs. Watts and referred to it as a “puppy crush.” Resident A also told Ms. Otten that the clothes Mrs. Watts wears are revealing.

On 7/26/22, I spoke to Mrs. Watts via phone. Mrs. Watts stated that on the morning of the incident, she and the residents went on a walk. While on the walk, Resident B was crying, and she began to console him (talking to him). Resident B was concerned that his case manager was being untruthful to him about his grandfather missing because he had not heard from him in a couple weeks. Mrs. Watts stated that she was talking to Resident B about his rights and being honest. Mrs. Watts encouraged Resident B to speak to his case manager and to tell her that he wants to know what she knows about his grandfather, regardless of how it may make him feel. Mrs. Watts stated that Resident B began talking to her about staff, complaining

that he asked a staff member for something and they told him that they were unable to get it for him at the moment. Resident B told Mrs. Watts that he didn't report the staff that was unable to get him the item(s) he requested. Mrs. Watts encouraged Resident B to share this information to make sure he gets what he needs and that it can be documented. Later that day, Mrs. Watts was taking Resident A, B and C on an outing to Wesco gas station and to Walmart. While in the gas station, Mrs. Watts stated that she heard the residents conversing. When the residents got to the counter, Resident B whispered in her ear and told her that Resident A was trying to make him buy cigarettes although he did not want to. Mrs. Watts told Resident B that he does not have to buy Resident A Cigarettes if he doesn't want to as it's his right.

When Mrs. Watts and the residents returned to the vehicle, Resident B began to apologize to Resident A about not buying him cigarettes. Mrs. Watts told Resident B that he does not have to apologize to anyone as it's his right to not buy items for other people. Mrs. Watts stated that this caused Resident A to state that he wasn't trying to make Resident B buy him cigarettes. Mrs. Watts told Resident A that she knows Resident B was not making the information up and this upset Resident A. Mrs. Watts stated, "I was talking to the guys. I wasn't fussing at them and I wasn't even really talking to (Resident A) in the first place."

Mrs. Watts stated that she and the residents were having a conversation. She was adamant that she never screamed, yelled, or argued with the residents. Again, stating that her conversation was directed to Resident B as opposed to Resident A. While talking to Resident B, Mrs. Watts shared that Resident A stated, "who are you talking to?" Mrs. Watts responded by stating, "I'm talking to whoever it applies to. If you think it applies to you, take it how you want." Resident A responded by calling Mrs. Watts a "bimbo" and a "slut" and stating he does not have to listen to her. Mrs. Watts stated that she tried to inform Resident A that the conversation was directed to Resident B.

Mrs. Watts continued as she stated the real problem is that Resident A has a crush on her. Mrs. Watts stated that she was made aware of this from staff. Mrs. Watts stated that she knows how to handle herself as a woman so when she was told that Resident A likes her, "it went in one ear and out the other." Mrs. Watts knew that she needed to be on guard around residents but "I didn't know they would create this monster." Mrs. Watts stated that she is overly nice "but I learned a valuable lesson from this. Here I am thinking I'm doing the right thing by being compassionate and considerate." Mrs. Watts stated that over time, Resident A has accumulated some type of feelings for her. Mrs. Watts stated that she believed this information but she's a professional and it didn't mean anything to her. Mrs. Watts stated that she had a situation that was going on between she and her husband when she first started working there, to the point where everyone (staff) knew her business and was talking about it in the presence of residents. On the day that Mrs. Watts was transporting the residents to an outing, she stated that her husband came to her job and this is why she believes Resident A became upset. Prior to Mrs. Watts husband coming to the facility and Mrs. Watts telling Resident B that he did not have to buy Resident A

anything, Mrs. Watts stated that “everything was fine.” Mrs. Watts stated that she told Resident A that she knows he’s upset with her because her husband came to the job and that he was being inappropriate. Mrs. Watts stated that she told Resident A that he is not her “man, boyfriend, or husband” and that he would never be her man. Resident A reportedly responded by stating that he likes “cream” as opposed to “black coffee,” likely referring to her skin color. Resident A reportedly told Mrs. Watts that her husband “has you dealing from a string.” Mrs. Watts intervened and told Resident A that she’s done with the conversation and turned the van around to return to the facility due to the residents being disrespectful. Mrs. Watts stated that Resident A was trying to open the van door while she was driving. As soon as she pulled into a driveway to turn around, the vehicle door unlocked and Resident A got out of the van. Mrs. Watts stated that she asked Resident A to get back in the van and that she planned to call the police and the manager. Resident A reportedly stated, “fuck you” to Mrs. Watts and kept walking.

Mrs. Watts stated that when Resident A becomes upset, “he lets things fester” and then at the opportune time for him, “he’ll go off on me.” Mrs. Watts stated that she has documented in the past that Resident A has “gone off” on her while consoling Resident B at church. When Resident A saw Mrs. Watts consoling Resident B at church, he reportedly stated, “I thought you had enough sense to know when people are trying to get over on you” and started an argument with her. Mrs. Watts stated that she told Resident A that she would not argue with him. Mrs. Watts stated that she does have to be stern and direct with the residents because “these guys are a handful.” Mrs. Watts stated that residents will try to take advantage or manipulate staff if you aren’t direct with them. Mrs. Watts stated that she has been nothing but nice to Resident A and B.

Mrs. Watts denied flirting with or sharing any personal information regarding her marriage with the residents. Mrs. Watts stated that Resident A has told her that his old case manager, Michelle (last name unknown) likes him, flirts with him, and takes her wedding ring off when she meets with him. Mrs. Watts stated that she doesn’t even talk about the information because she knows Resident A makes things up. Mrs. Watts denied screaming, yelling, or arguing with residents. She also denied saying “if you’re going to keep bitching, we’ll go back” to the residents. Mrs. Watts stated that the residents are in the facility because they have behavior issues. Mrs. Watts stated that “these guys are allowed to have any behavior and know they are able to get away with it and that’s what they do. Mrs. Watts stated that residents “try to use their power to get people in trouble.”

Regarding the reported vape pen use, Mrs. Watts stated that she does smoke a vape pen. Mrs. Watts stated that the residents have asked her to smoke her vape on more than 10 occasions and she said no each time. Mrs. Watts clarified that her vape pen does not contain marijuana or nicotine. The specific vape pen she uses is “Breeze mint cola.” Mrs. Watts stated that she has never allowed Resident A or any of the residents to use her vape pen as she is a “germs person.” Mrs. Watts stated

that residents have asked her to ask the program manager if they could have permission to use vape, to which she did and management said no.

On 08/02/2022, I conducted an exit conference with Stephanie Leone on behalf of the licensee designee, David Paul. Mrs. Leone was informed of the investigative findings and agreed to complete a corrective action plan.

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>Resident A accused Mrs. Watts of flirting with him, being too affectionate, and sharing personal information regarding her marriage.</p> <p>Resident B accused Mrs. Watts of being too affectionate by hugging him and touching his hand, even after telling her it made him uncomfortable. Mrs. Watts denied all allegations against her.</p> <p>Mrs. Watts denied arguing, screaming, or yelling at any of the residents during the outing. She denied increasing the radio volume to prevent Resident A from talking back to her. Mrs. Watts also denied flirting with any of the residents or sharing intimate information regarding her marriage.</p> <p>Resident A did not witness Mrs. Watts flirting with Resident B and Resident B did not witness Mrs. Watts flirting with Resident A. Resident B was vague with information related to Mrs. Watts reportedly flirting with him and other residents and had to be redirected when asked questions.</p> <p>Resident A and B both confirmed that Mrs. Watts yelled and screamed at them while transporting them to an outing. They also confirmed that Mrs. Watts “blared the radio” to prevent Resident A from talking back to her. Therefore, there is a preponderance of evidence to support the allegation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change to the current license status.

Anthony Mullins

08/02/2022

Anthony Mullins
Licensing Consultant

Date

Approved By:

Jerry Hendrick

08/02/2022

Jerry Hendrick
Area Manager

Date