



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

August 11, 2022

Andre Lately  
ASPGM LLC  
41830 Carousel  
Novi, MI 48377

RE: License #: AS820385859  
Investigation #: 2022A0901033  
All Love Home

Dear Mr. Lately:

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 (313) 456-0380.

Sincerely,

A handwritten signature in black ink that reads "Regina Buchanan". The signature is written in a cursive, flowing style.

Regina Buchanan, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 949-3029

Enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820385859
<b>Investigation #:</b>	2022A0901033
<b>Complaint Receipt Date:</b>	07/06/2022
<b>Investigation Initiation Date:</b>	07/06/2022
<b>Report Due Date:</b>	09/04/2022
<b>Licensee Name:</b>	ASPGM LLC
<b>Licensee Address:</b>	41830 Carousel Novi, MI 48377
<b>Licensee Telephone #:</b>	(313) 263-6470
<b>Administrator:</b>	Andre Lately
<b>Licensee Designee:</b>	Andre Lately
<b>Name of Facility:</b>	All Love Home
<b>Facility Address:</b>	28529 PARKWOOD ST INKSTER, MI 48141
<b>Facility Telephone #:</b>	(734) 855-6841
<b>Original Issuance Date:</b>	07/12/2017
<b>License Status:</b>	1ST PROVISIONAL
<b>Effective Date:</b>	07/12/2022
<b>Expiration Date:</b>	01/11/2023

<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

## I. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A is verbally abused by staff.	Yes
Resident A is denied food and do not get enough to eat.	No
Additional Findings	Yes

## II. METHODOLOGY

07/06/2022	Special Investigation Intake 2022A0901033
07/06/2022	Special Investigation Initiated - Telephone Resident A's Guardian
07/06/2022	APS Referral
07/06/2022	Referral - Recipient Rights
07/08/2022	Contact - Telephone call made Resident A
07/11/2022	Contact - Telephone call made Licensee Designee, Andre Lately
07/14/2022	Contact - Telephone call made Staff, Gabbrielle Sampson
07/26/2022	Contact - Telephone call made Resident A's Supports Coordinator
07/26/2022	Contact - Telephone call made Licensee Designee, Andre Lately
07/27/2022	Inspection Completed On-site

	Resident A Resident B Staff, Latoria Thomas Staff, Osagie Ozigbo
07/27/2022	Contact - Telephone call made Licensee Designee, Andre Lately
07/27/2022	Exit Conference Licensee Designee, Andre Lately
07/27/2022	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION:**

**Resident A is verbally abused by staff.**

**INVESTIGATION:**

On 07/06/2022, I made a telephone call to Resident A's guardian, Damion Watkins, from Faith Connections. He stated Resident A complains all the time about staff calling him names. Mr. Watkins has never witnessed staff being inappropriate towards Resident A but stated he has heard Resident A call staff vulgar names.

On 07/08/2022, I made a telephone call to Resident A. He stated he feels staff do not like him because they call him names all the time such as white boy, retarded, and stupid. He said they also yell at him and use profanity towards him. When asked for specific names, he kept mentioning Gabbrielle.

On 07/11/2022, I made a telephone call to the licensee designee, Andre Lately. He stated Resident A complained to him about the way staff talks to him. Mr. Lately indicated he did not believe staff would do that but was not certain it did not happen. He reported Resident A is high behavioral and that he spoke with staff about not engaging him when he is acting inappropriately and calling them names.

On 07/14/2022, I made a telephone call to staff, Gabbrielle Sampson. She denied the allegations and stated she has never been verbally or physically abusive towards Resident A. She stated she is nice to him and treats him like family. She explained that Resident A is high behavioral and requires 2:1 supervision. Ms. Sampson said he often calls her and the other staff names and racial slurs and use other vulgar language towards them.

On 07/26/2022, I made a telephone call to Resident A's supports Coordinator, Sarah Nahban, from Macomb-Oakland Regional Center. She said on 07/11/2022 around

11:30 a.m. she was on the phone with Resident A. While talking to him, she heard a female staff tell him “Fuck yourself” along with some other inappropriate things. Ms. Nahban also stated that Resident A had complained to her previously about the way staff talks to him but this was the first time she heard it for herself. Ms. Nahban did not know the name of the staff person.

On 07/26/2022, I made a telephone call to Mr. Lately. He stated staff Latoria Thomas and Whitney Patterson, were the female staff working on 07/11/2022 during the time of the phone call. Mr. Lately indicated he did an internal investigation and both staff denied it but since Ms. Nahban is adamant about what she heard, and they were the only females working, he stated he was going to further investigate it. Mr. Lately also stated Ms. Sampson was currently suspended. She admitted to him that she had been talking inappropriately to Resident A because she is intimidated by him.

On 07/27/2022, I conducted an onsite inspection at the facility and interviewed Resident A. He did not remember the name of the staff from the 07/11/2022 incident. He also stated things were a little better in the home but he still did not like it there.

On 07/27/2022, I interviewed Resident B. He stated he did not have any problems with staff and that he gets along well with all of them. He denied ever hearing staff call Resident A names but stated Resident A acts up a lot and staff yells at him.

On 07/27/2022, I interviewed staff Osagie Ozigbo. He reported Resident A has complained to him about Ms. Sampson calling him names and talking to him inappropriately. Mr. Ozigbo stated due to him being African, there is a language barrier so he does not always understand what the other staff is saying, but he has heard Ms. Sampson yell at Resident A and call him stupid.

On 07/27/2022, I interviewed staff Latoria Thomas. Initially, she denied ever calling Resident A names or talking to him inappropriately. When asked about the incident on 07/11/2022, she confirmed she was working and admitted to saying some things she should not have said. Ms. Thomas explained that she had just left out of Resident A’s room and was venting out loud because he made her upset. She did not know he was on the phone and was following behind her and could hear her.

<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>	Based on the information obtained during this investigation, the allegations are confirmed. Resident A was not treated with dignity and respect by staff. Ms. Sampson and Ms. Thomas admitted to being verbally abusive on separate occasions and the verbal abuse was overheard by Residents A's Supports Coordinator, Sarah Nahban.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>  <b>REPEAT VIOLATION {SIRs 2021A0119027 DATED 08/25/2021; CAP DATED 08/23/2021, 2020A0778028 DATED, 08/18/2020; CAP DATED 08/18/2020, and 2019A0901014 DATED 05/22/2019; CAP DATED 06/03/2019}</b>

**ALLEGATION:**

**Resident A is denied food and do not get enough to eat.**

**INVESTIGATION:**

On 07/06/2022, I made a telephone call to Resident A's guardian, Damion Watkins, from Faith Connections. He stated Resident A has never complained to him about being denied food and not getting enough to eat. He also stated whenever he has gone to the home there was always plenty of food.

On 07/08/2022, I made a telephone call to Resident A. He stated staff cooks everyday but he does not eat the food because he does not trust staff. He feels staff do not like him and may poison his food but denied staff ever threatening to poison his food. Resident A indicated staff provides them with 3 meals a day. When the food is ready, they let everyone know but he normally does not go eat.

On 07/27/2022, I conducted an onsite inspection at the facility and observed the food supply. Food was observed in the refrigerator and freezer and in the cabinet. In addition to this, staff, Latoria Thomas, was going grocery shopping that day.

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.</b>

<b>ANALYSIS:</b>	Based on the information obtained during this investigation, there is a lack of evidence to confirm the allegations. Resident A confirmed that 3 meals are provided daily, and that he just chooses not to eat the food. In addition to this, I observed food in the facility and the guardian reported he observed food whenever he has gone to the home.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

On 07/27/2022, I conducted an onsite inspection at the facility. When I arrived only 1 staff, Osagie Ozigbo, was present with all the residents. He stated there were 3 staff but 1 went grocery shopping and he was not sure where the other staff person was. Resident A requires 2:1 staffing and was home at the time. Therefore, there should have been a minimum of 3 staff on duty. Mr. Ozigbo called the other staff while I was there and they returned.

On 07/27/2022, I made a telephone call to the licensee designee, Andre Lately. I informed him what I observed and that the home was understaffed. Mr. Lately seemed very disturbed by the information and stated staff knows it is against policy to leave the home without backup.

<b>APPLICABLE RULE</b>	
<b>R 400.14206</b>	<b>Staffing requirements.</b>
	<b>(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.</b>



<b>ANALYSIS:</b>	Based on my observation, insufficient staff were on duty on 07/27/2022. Due to Resident A requiring 2:1 staffing, there should have been at least 3 staff on duty but instead there was just one.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>  <b>REPEAT VIOLATION {SIR 2020A0121028 DATED 08/20/2020; CAP DATED 07/22/2022}</b>

#### IV. RECOMMENDATION

On 07/01/2022 a renewal inspection was conducted on the facility by Licensing Consultant, Kara Robinson, which resulted in a provisional license being issued. On 07/25/2022 a Corrective Action Plan was received and approved and the provisional license was issued. Since the above special investigation intake was received on 07/06/2022, which was prior to the licensee designee submitting and implementing his current corrective action plan, I recommend contingent upon receipt of an acceptable corrective action plan for the violations in this SIR, that the provisional license be continued.



Regina Buchanan  
Licensing Consultant

08/11/2022  
Date

Approved By:



Ardra Hunter  
Area Manager

08/11/2022  
Date