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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 17, 2022

Kimberly Rawlings
Beacon Specialized Living Services, Inc.
890 N. 10th St., Suite 110
Kalamazoo, MI 49009

RE: License #: AS500390453
Investigation #: 2022A0604025
Beacon Home At New Haven

Dear Ms. Rawlings:

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Kristine Cilluffo".

Kristine Cilluffo, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 West Grand Blvd Ste 9-100
Detroit, MI 48202
(248) 285-1703

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS500390453
Investigation #:	2022A0604025
Complaint Receipt Date:	06/14/2022
Investigation Initiation Date:	06/14/2022
Report Due Date:	08/13/2022
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 - 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Kimberly Rawlings
Licensee Designee:	Kimberly Rawlings
Name of Facility:	Beacon Home At New Haven
Facility Address:	36790 28 Mile Road Lenox Township, MI 48048
Facility Telephone #:	(269) 427-8400
Original Issuance Date:	03/13/2018
License Status:	REGULAR
Effective Date:	09/18/2020
Expiration Date:	09/17/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 06/09/2022, Staff failed to provide Resident A with two doses of her Ativan medication, causing her to have a seizure and be hospitalized.	No
On 06/11/2022, Staff failed to provide Resident A with Prazosin, causing her to have increased anxiety and night terrors.	No
Home Manager took clothing donations and \$50.00 cash away from Resident A.	No
Additional Findings	Yes

III. METHODOLOGY

06/14/2022	Special Investigation Intake 2022A0604025
06/14/2022	Special Investigation Initiated - Telephone Left message for Complainant
06/14/2022	Contact - Document Sent Email to and from Beacon Executive Vice President, Kevin Kalinowski
06/14/2022	APS Referral Complaint received by licensing indicates referral denied by Adult Protective Services (APS).
06/15/2022	APS Referral Adult Protective Services (APS) worker, Debra Johns present during onsite investigation. Stated that she was assigned referral.
06/15/2022	Contact - Document Received Email from Debra Johns. Sent return email.
06/15/2022	Inspection Completed On-site Completed unannounced onsite investigation. Interviewed Resident A, Staff Jaela Galloway and Therapist, Lauren Kunkle. APS worker, Debra Johns was also present during onsite investigation.
06/16/2022	Contact - Document Sent Email to Home Manager, Pam Grawbarger

06/17/2022	Contact - Document Received Received medication records and hospital discharge paper from Home Manager, Pamela Grawbarger by email.
06/28/2022	Contact - Document Received Email from Debra Johns
06/29/2022	Contact - Document Sent Email to APS Worker, Debra Johns
07/14/2022	Contact - Document Sent Email from Debra Johns.
07/27/2022	Contact - Document Received Email from Debra Johns. Sent return email.
07/29/2022	Contact- Document Sent Email to Home Manager, Pamela Grawbarger
08/01/2022	Contact- Document Received Email from Pamela Grawbarger
08/02/2022	Contact- Telephone call made TC to Pamela Grawbarger
08/03/2022	Contact- Document Sent Email to Pamela Grawbarger
08/03/2022	Contact- Telephone call made Left message for Nurse, Pam Denise. Received return call.
08/03/2022	Contact- Document Sent Email to APS Worker, Debra Johns. Received return email.
08/03/2022	Exit Conference Completed exit conference with Licensee Designee, Kimberly Rawlings. Left message for Ms. Rawlings.

ALLEGATION:

- On 06/09/2022, Staff failed to provide Resident A with two doses of her Ativan medication, causing her to have a seizure and be hospitalized.
- On 06/11/2022, Staff failed to provide Resident A with Prazosin, causing her to have increased anxiety and night terrors.

INVESTIGATION:

I received a complaint regarding Beacon Home at New Haven on 06/14/2022. It was alleged that staff failed to provide Resident A with two doses of her Ativan medication, causing Resident A to have a seizure and be hospitalized. This occurred on Thursday, 06/09/2022. On 06/11/2022, Staff failed to provide Resident A with Prazosin causing her to have increased anxiety and night terrors. Resident A has not been able to sleep. Legal guardian is aware of these concerns and working to get Resident A moved somewhere else.

On 06/15/2022, I received a second complaint regarding Beacon Home at New Haven. It was alleged that Resident A last received her Post Traumatic Stress Disorder (PTSD) medication last night (06/10/2022) and the facility does not plan to give it to her tonight (06/11/2022) as they do not have any. The facility did not order her medication. Resident A is currently having nightmares and fears going to sleep. When Resident A does not sleep or gets her medication, she self-harms, has suicidal ideations and panic attacks. If Resident A stresses too much, she can also have a seizure. This is the second time Resident A has not gotten her medication due to the facility not having her medications. The first time, Resident A had two seizures as a result. Tonight, 06/11/2022, Resident A expresses she is worried and afraid to go to sleep.

On 06/14/2022, I left message for Complainant. I did not receive a return call.

On 06/15/2022, I completed an unannounced onsite investigation at Beacon Home at New Haven. I interviewed Staff, Jaela Galloway, Therapist, Lauren Kunkle and Resident A. APS worker, Debra Johns also present during onsite investigation.

On 06/15/2022, I interviewed Staff, Jaela Galloway. She believed that there was an issue with Resident A's medications because they were being delivered to the home from Kalamazoo. She confirmed that Resident A had a seizure and went to the hospital. Ms. Galloway stated that they have Resident A's Lorazepam (Ativan) and Prazosin available. I observed both packs of medication in the home. Ms. Galloway provided contact information for Home Manager, Pam Grawbarger for additional information.

On 06/15/2022, I interviewed APS Worker, Debra Johns. Ms. Johns indicated that she was assigned referral regarding Resident A's medications as well as concerns regarding donations that Resident A received at the home. Ms. Johns stated that she would forward referral received by APS as she received additional allegations not received in licensing complaint.

On 06/15/2022, I interviewed Resident A at the home. She stated that she has a court appointed guardian and a case manager out of Petoskey, Michigan. Resident A indicated that they are looking for another placement for her. She stated that she had two seizures because she was out of her Ativan for 48 hours. She had a seizure at

home and another one at the hospital. Resident A stated that staff called 911 after she had her seizure, then she was taken to McLaren Macomb Hospital by an ambulance. Resident A stated that she was also out of her Prazosin for 24 hours. She stated that her Prazosin is for nightmares and flashbacks. This was the only time that she has run out of this medication. Resident A stated that she now has both medications available.

On 06/15/2022, I interviewed Resident A's therapist, Lauren Kunkle, at the home. Ms. Kunkle stated that she believed that all Resident A's medications were passed and accounted for as required. She was not aware of there being any time where medications were not available in the home.

On 06/17/2022, I received a copy of Resident A's discharge papers from McLaren Macomb. The record indicates that Resident A was seen at hospital for seizure and provides follow up instructions. I could not locate a date on the record. A Beacon Provider Contact sheet was provided which indicated Resident A was seen at Henry Ford on 06/13/2022 for an EEG.

On 06/17/2022, I received copies of Resident A's April, May and June 2022 medication logs. The log indicates that Resident A was given Ativan (Lorazepam) on 06/09/2022. The electronic medication log is missing initials for Resident A's medications on 06/11/2022. However, a copy of the paper back up medication log provided indicated that Resident A was given her medications including, Prazosin, on 06/11/2022.

On 08/02/2022, I interviewed Home Manager, Pamela Grawbarger, by phone. She stated A did not miss doses of Ativan or Prazosin. She stated that nurse, Pam Denise, can confirm that Resident A received all her medications. Ms. Grawbarger believed that missing initials on medication log may be due to storms. She stated that staff use paper log when the internet goes down.

On 08/03/2022, I interviewed Beacon Nurse, Pam Denise, by phone. Ms. Denise stated that Resident A did not miss doses of her Ativan or Prazosin. Ms. Denise stated that medications are delivered from Kalamazoo and Fed Ex delivery was running late. Resident A's Ativan was supposed to be delivered two days prior to when it was received, however, Resident A did not miss any doses. Ms. Denise stated that Resident A received the medication late on one day, however, the medication can be given an hour before or after its scheduled time. Ms. Denise stated that there were no issues with Resident A receiving her Prazosin. Ms. Denise stated that she has seen issue in past regarding staff not initiating medication log when medications are passed. She confirmed that a paper log is sometimes used as a backup. She stated that she held a meeting with staff on 05/09/2022 and addressed issue. Ms. Denise stated that she reviewed all medications at the home again this morning and did not find any issues. Ms. Denise stated that she can hold another meeting with staff regarding medications and initialing records.

On 08/03/2022. I received email from APS Worker, Debra Johns. Ms. Johns indicated that APS will not be substantiating allegations.

APPLICABLE RULE	
R 400.14312	Resident medications.
	(2) Medication shall be given, taken, or applied pursuant to label instructions.
ANALYSIS:	There is not enough information to determine that Resident A was not given her Ativan on 06/09/2022, causing her to have a seizure and be hospitalized. Also, there is not enough information to determine that staff failed to provide Resident A with her Prazosin on 06/11/2022, causing her to have increased anxiety and night terrors. On 08/03/2022, Beacon Nurse, Pam Denise, indicated that Resident A did not miss any doses of Ativan or Prazosin. Resident A's Ativan is shipped from Kalamazoo and arrived late, however, was still given within an acceptable time frame. On 06/15/2022, I completed an unannounced onsite investigation and both medications were available in the home. On 06/17/2022, I received copy of Resident A's June 2022 medication log. The log indicates that Resident A was given Ativan (Lorazepam) on 06/09/2022. The electronic medication log is missing initials for Resident A's medications on 06/11/2022, however, a copy of the paper back up medication log was provided that indicated Resident A was given her medications including, Prazosin, on 06/11/2022.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Home Manager took clothing donations and \$50.00 cash away from Resident A.

INVESTIGATION:

On 06/15/2022, I interviewed APS Worker, Debra Johns at the home. Ms. Johns indicated that she was assigned referral regarding Resident A's medications as well as concerns regarding donations that Resident A received at the home. Ms. Johns and I observed a pile of donations in home's office that included clothing items, handbags and gift bags made up for residents. Ms. Johns stated that she would forward referral received by APS.

On 06/15/2022, I received email from APS Worker, Debra Johns with referral received by APS on 06/14/2022. The complaint alleged that Resident A put an ad on Marketplace and asked for donations, such as summer clothes. This was a public website and only the public donated specifically to Resident A. Resident A received donations of clothes and that of \$50.00 cash. Resident A's uncle had previously given her \$50.00 also. When Pam (Home Manager) found out that Resident A was receiving donations, Pam told Resident A to turn over the money to her as well as the clothing. Pam told Resident A that if she did not turn the money over to her, Pam would withhold Resident A's incentive pay as well as any money Resident A earned on her job. Resident A had already spent the \$50.00 from the donor; therefore, Pam made Resident A give her the \$50.00 Resident A received from her uncle. Pam was upset because Resident A exposed other group home residence' confidentiality by having strangers drop things off to the group home. Resident A did not know she was not allowed to request donations. Approximately 10-14 days ago, Resident A did receive her medications and as a result, was admitted to the medical hospital. As a result of not getting her medications, Resident A suffered two seizures. The group home also ran out of Resident A's PTSD medication; but that was only for 24-hour period.

On 06/15/2022, I interviewed Resident A at the home. Resident A stated that she has no income and asked for donations for summer clothes on Macomb Marketplace. She stated that she was messaged by someone, and they came to the home and dropped off donations which included clothing items and a card in envelope with \$50.00 cash. Resident A stated that the Home Manager, Pam, told her she could not have the donations and it was against policy to have people come to the home. The donations were being kept in the office where I was interviewing Resident A. Resident A stated that she had spent the \$50.00 donation on shipping costs for dolls. She had previously received cash from her uncle. She holds onto her own money. Resident A stated that Pam made her give her the money that she received from her uncle because she had already spent the \$50.00 donation money.

On 06/15/2022, I interviewed Resident A's therapist, Lauren Kunkle, at the home. She stated that Home Manager, Pam, reported that Resident A put a post online indicating that she had no income or summer clothes. A church then came to the home and delivered donations which included clothing, goodie bags for residents and gift card. Ms. Kunkle stated that it is being looked into as a possible "fraud situation", as Resident A does receive funds to purchase summer clothes.

On 08/02/2022, I interviewed Home Manager, Pamela Grawbarger, by phone. She stated that donations and \$50.00 cash were returned to Resident A. She was told to hold the belongings while they looked into the situation. She put the belongings in the office. Ms. Grawbarger stated that they asked Resident A to take down the post with information regarding the home.

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, borrow money or valuables from a resident, even with the consent of the resident.
ANALYSIS:	There is not enough information to determine that money or valuables were taken from Resident A. Resident A put an ad on Macomb Marketplace requesting donations for summer clothes. Resident A provided the home's information to an individual who brought clothing, gift bags for residents and a \$50.00 cash donation to the home. Therapist, Lauren Kunkle, stated that the incident was being looked into as a possible fraud because Resident A does receive funds for clothing. Home Manager, Pamela Grawbarger, held the items and cash while the incident was investigated further. On 08/02/2022, Ms. Grawbarger stated that all items and cash were returned to Resident A.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

On 06/17/2022, I received copies of Resident A's April, May and June 2022 medication logs. I observed several medications that were not initiated by staff. I found the following medications were not initiated on the log:

- Colace 10 mg- 04/10, 04/30
- Lorazepam 2mg (2:00 pm)- 04/02, 04/07, 04/15, 04/27, 05/09, 05/12, 05/13, 05/17
- Lorazepam 2 mg (8:00 am)- 04/10, 04/30
- Prazosin 2 mg – 04/10, 04/30
- Vitamin B12- 04/30
- Keflex 500 mg (12:00 AM)- 05/01, 05/05, 05/06, 05/07
- Keflex 500 mg (6:00 AM)- 05/01, 05/02, 05/04, 05/06, 05/07
- Keflex 500 mg (12:00 pm)- 05/02, 05/04
- Keflex 500 mg (6:00 pm)- 05/03, 05/04, 05/07, 05/08, 05/09
- MiraLAX- Not initiated for April 2022, 05/01-05/10

On 08/02/2022, I interviewed Home Manager, Pamela Grawbarger, by phone. Ms. Grawbarger believed that missing initials on the medication log may be due to storms. She stated that staff use the paper log when the internet goes down. I received paper back up logs for June 2022, however, did not receive paper logs for April and May 2022.

On 08/03/2022, I interviewed Beacon Nurse, Pam Denise, by phone. Ms. Denise stated that she has seen an issue in the past regarding staff not initiating medication log when medications are passed. She confirmed that a paper log is sometimes used as a backup. She held a meeting with staff on 05/09/2022 and addressed the issue, however, can hold another meeting with staff.

On 08/03/2022, I contacted Licensee Designee, Kimberly Rawlings, to complete an exit conference by phone. I left a message for Ms. Rawlings informing her of the violation found. I also informed her that a copy of the special investigation report would be provided once approved and a corrective action plan would be requested.

APPLICABLE RULE	
R 400.14312	Resident medications.
	<p>(4) When a licensee, administrator, or direct care staff member supervises the taking of medication by a resident, he or she shall comply with all of the following provisions:</p> <p>(b) Complete an individual medication log that contains all of the following information:</p> <p>(v) The initials of the person who administers the medication, which shall be entered at the time the medication is given.</p>
ANALYSIS:	<p>Resident A's medication log is missing staff initials for the following medications:</p> <ul style="list-style-type: none"> ▪ Colace 10 mg- 04/10, 04/30 ▪ Lorazepam 2mg (2:00 pm)- 04/02, 04/07, 04/15, 04/27, 05/09, 05/12, 05/13, 05/17 ▪ Lorazepam 2 mg (8:00 am)- 04/10, 04/30 ▪ Prazosin 2 mg – 04/10, 04/30 ▪ Vitamin B12- 04/30 ▪ Keflex 500 mg (12:00 AM)- 05/01, 05/05, 05/06, 05/07 ▪ Keflex 500 mg (6:00 AM)- 05/01, 05/02, 05/04, 05/06, 05/07 ▪ Keflex 500 mg (12:00 pm)- 05/02, 05/04 ▪ Keflex 500 mg (6:00 pm)- 05/03, 05/04, 05/07, 05/08, 05/09 ▪ MiraLAX- Not initiated for April 2022, 05/01-05/10 <p>According to the Home Manager Pam Grawbarger, the home uses paper logs as back up when the electronic system goes down. However, as of 08/03/2022, I only received the paper log for June 2022.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend no change in license status.

Kristine Cilluffo

08/03/2022

Kristine Cilluffo
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

08/17/2022

Denise Y. Nunn
Area Manager

Date