



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

August 22, 2022

Jennifer Bhaskaran  
Alternative Services Inc.  
Suite 10  
32625 W Seven Mile Rd  
Livonia, MI 48152

RE: License #: AS250010919  
Investigation #: 2022A0779044  
Maple Road Home

Dear Ms. Bhaskaran:

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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Christopher A. Holvey".

Christopher Holvey, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(517) 899-5659

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>	AS250010919
<b>Investigation #:</b>	2022A0779044
<b>Complaint Receipt Date:</b>	07/07/2022
<b>Investigation Initiation Date:</b>	07/08/2022
<b>Report Due Date:</b>	09/05/2022
<b>Licensee Name:</b>	Alternative Services Inc.
<b>Licensee Address:</b>	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
<b>Licensee Telephone #:</b>	(248) 471-4880
<b>Administrator:</b>	Candy Hamilton
<b>Licensee Designee:</b>	Jennifer Bhaskaran
<b>Name of Facility:</b>	Maple Road Home
<b>Facility Address:</b>	4341 W. Maple Avenue Flint, MI 48503
<b>Facility Telephone #:</b>	(248) 471-4880
<b>Original Issuance Date:</b>	11/05/1990
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/15/2021
<b>Expiration Date:</b>	11/14/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff Drianna yells at Recipient A, telling her she does not like her, and told her she would only talk to her about medications and issues related to the home.	Yes
Staff Drianna threatened to physically harm Resident A.	No

## III. METHODOLOGY

07/07/2022	Special Investigation Intake 2022A0779044
07/08/2022	Special Investigation Initiated - Telephone Spoke to recipient rights investigator, Michelle Salem.
07/08/2022	Contact - Telephone call made Interview conducted with administrator, Candy Hamilton.
07/11/2022	APS Referral Complaint was referred to APS centralized intake.
07/11/2022	Contact - Telephone call made Interview conducted with staff person, Drianna Smith.
07/15/2022	Inspection Completed On-site
07/22/2022	Inspection Completed On-site
08/11/2022	Exit conference Conducted with licensee designee, Jennifer Bhaskaran.

### **ALLEGATION:**

Staff Drianna yelled at Recipient A, telling her she does not like her, and told her she would only talk to her about medications and issues related to the home.

### **INVESTIGATION:**

On 7/8/22, a phone conversation took place with recipient rights investigator, Michelle Salem, who confirmed that she was investigating the same allegations. She stated that she had already interviewed Resident A, staff person, Drianna Smith, and a few other residents. Ms. Salem reported that Resident A claims the allegations are true.

Resident A told Ms. Salem that Ms. Smith yells at her and tells her that she does not like her. Ms. Salem stated that Resident A told her that she wants to get Ms. Smith fired. Ms. Salem stated that Ms. Smith denies ever yelling at Resident A. She reported that Ms. Smith seems to have a significant issue with the fact that Resident A has repeatedly called her a “bitch”. Ms. Salem stated that a few other residents in this home say that they do not want to get involved in Resident A’s and Ms. Smith’s drama and would not talk to her about the issue. Ms. Salem stated that Resident B claims that she heard Resident A and Ms. Smith yelling at each other and Ms. Smith telling Resident A several times that she does not like her.

On 7/8/22, a phone interview was conducted with administrator, Candy Hamilton. She stated that Resident A suffers from Schizo-effective disorder and borderline personality and commonly displays attention seeking behavior. Ms. Hamilton reported that Ms. Smith seems to have a louder tone, but she is not aware of any issues regarding Ms. Smith abusing and/or neglecting any residents. She stated that no other residents have said that Ms. Smith is mean to them. Ms. Hamilton stated that all the residents in this home are higher functioning and that Ms. Smith was the only staff person working at the time of the alleged incident.

On 7/11/22, a phone interview was conducted with staff person, Drianna Smith. She stated that soon after she started working at this home, Resident A made sexual advancements/comments toward her that made her feel uncomfortable, so she told Resident A that she did not want to have conversations with her about her personal life. Ms. Smith claims that Resident A is frequently cussing and calling her a “bitch” and that she told Resident A that she does not appreciate that and asked her to stop doing it. Ms. Smith denies ever yelling at Resident A or telling Resident A that she does not like her.

On 7/15/22, an on-site inspection was conducted. Interviews took place with several residents.

Resident B stated that she remembers the alleged incident between Resident A and Ms. Smith and that it happened one night before bed. She stated that she was upstairs in her room and that she could hear Resident A and Ms. Smith yelling at each other. Resident B reported that she heard Ms. Smith say to Resident A, “I don’t like you” and “Leave me alone”. Resident B reported that she has heard Resident A call Ms. Smith a “bitch” and that Ms. Smith yells back at Resident A, but she could not say what Ms. Smith actually says when she yells back. Resident B stated that Ms. Smith is nice to her and does not yell at her.

Resident C stated that Resident A and Ms. Smith frequently argue and yell at each other. She stated that she is not sure what they argue about, because she ignores them when they act like that. Resident C stated that Ms. Smith is nice and is not mean to her.

Resident D and Resident E stated that they have not heard Ms. Smith yell at Resident A. They stated that Ms. Smith is nice to them.

Resident F stated that she remembers one incident between Resident A and Ms. Smith. She stated that she was in the downstairs bathroom when she heard Resident A and Ms. Smith yelling at each other. Resident F stated that she heard Ms. Smith tell Resident A to leave her alone. Resident F reported that Ms. Smith is nice to her.

On 7/15/22, home manager, Jacobi Powells, was interviewed. Ms. Powells stated that Ms. Smith has spoken to her about having issues with Resident A calling her a “bitch”. She stated that she has never witnessed Ms. Smith yell at or be inappropriate toward Resident A, but that Ms. Smith commonly works alone during 2<sup>nd</sup> shift. Ms. Powells stated that all the residents in this home are higher functioning and can physically do all their activities of daily life on their own and that no one has any history of physical aggression, so one staff can handle each shift. She reported that they are in the process of hiring some additional staff to have more two-person shifts. Ms. Powell stated that there have not been any other complaints from any of the other residents about Ms. Smith. She stated that some of the residents have mentioned to her that Resident A and Ms. Smith do not get along, but then will not provide any detailed information to her about how or say that Ms. Smith has been inappropriate.

On 7/22/22, a second on-site inspection was conducted and Resident A was interviewed. Resident A stated that her and Ms. Smith got into an argument and that Ms. Smith said to her, “Don’t talk to me”, “Leave me alone”, and “I don’t like you”. Resident A claims that Ms. Smith was yelling those things at her. Resident A stated that Ms. Smith is mean and yells at her a lot but does not cuss or call her names. Resident A reported that Ms. Smith will not have anything to do with her because she called Ms. Smith a “bitch” a few months ago. Resident A stated that Ms. Smith will give her food and medications but will not have a conversation with her. Resident A claims that Ms. Smith will not let her call her by her nickname “Dri” but allows all the other residents call her that.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(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:</b> <b>(i) Mental or emotional cruelty</b>

<b>ANALYSIS:</b>	<p>Resident A claims that staff person, Drianna Smith, is mean and yells at her. She claims that on one occasion, Ms. Smith yelled at her, “Don’t talk to me”, “Leave me alone”, and “I don’t like you”. Resident B stated that she heard Ms. Smith and Resident A yelling at each other and heard Ms. Smith yell at Resident A, “I don’t like you” and “Leave me alone”. Resident C stated that Resident A and Ms. Smith frequently argue and yell each other. Resident F stated that she heard Resident A and Ms. Smith yelling at each other and Ms. Smith yell, “Leave me alone”.</p> <p>There is sufficient evidence that Ms. Smith has yelled and made inappropriate comments towards Resident A on at least one occasion.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:**

Staff Drianna threatened to physically harm Resident A.

**INVESTIGATION:**

On 7/8/22, recipient rights investigator, Michelle Salem, stated that Resident A claims that staff person, Drianna Smith, threatened to physically harm her. She stated that Resident A told her that Ms. Smith threatened to “Kick the shit out of her”, if she calls her a “bitch” again.

On 7/11/22, staff person, Ms. Smith, denied ever threatening to harm Resident A in any way. She stated that she would never say something like that to a resident.

On 7/15/22, Resident B, Resident C, Resident D Resident E and Resident F all stated that they have never heard Ms. Smith threaten to physically harm Resident A or any other resident. They all stated that Ms. Smith to nice to them.

On 7/22/22, Resident A admitted that Ms. Smith has never threatened to physically harm her.

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<b>(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:</b>

	<b>(f) Subject a resident to any of the following: (iv) Threats.</b>
<b>ANALYSIS:</b>	There was no evidence found to prove that staff person, Drianna Smith, threatened to physically harm Resident A. Resident A admitted that this has never happened. Multiple residents stated that they have never heard Ms. Smith threaten to hurt anyone.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 8/11/22, an exit conference was conducted with licensee designee, Jennifer Bhaskaran. She was informed that the result of this investigation warranted the above licensing rule violation and that written corrective action plan is required.

**IV. RECOMMENDATION**

Upon receipt of an accepted written plan of correction, it is recommended that the status of this home's home remain unchanged.

*Christopher A. Holvey*

8/22/2022

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Christopher Holvey  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:

*Mary Holton*

8/22/2022

\_\_\_\_\_  
Mary E Holton  
Area Manager

\_\_\_\_\_  
Date