



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 31, 2022

Meaghan Hall
Progressive Lifestyles Inc
Suite 150
1370 North Oakland Blvd
Waterford, MI 48327

RE: License #: AS630078578
Investigation #: 2023A0605001
Predmore CLF

Dear Ms. Hall:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On , you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

-or-


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 black ink that reads "Frodet Dawisha". The signature is written in a cursive, flowing style.

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
Detroit, MI 48202
(248) 303-6348

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630078578
Investigation #:	2023A0605001
Complaint Receipt Date:	10/04/2022
Investigation Initiation Date:	10/04/2022
Report Due Date:	12/03/2022
Licensee Name:	Progressive Lifestyles Inc
Licensee Address:	Suite 150 1370 North Oakland Blvd Waterford, MI 48327
Licensee Telephone #:	(248) 666-1365
Administrator:	Jennifer Bohne
Licensee Designee:	Meaghan Hall
Name of Facility:	Predmore CLF
Facility Address:	790 Kline Rd. Oakland, MI 48363
Facility Telephone #:	(248) 814-9016
Original Issuance Date:	11/12/1997
License Status:	REGULAR
Effective Date:	04/01/2022
Expiration Date:	03/31/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Incident report (IR) received on 09/30/2022 regarding Resident A had a behavior while direct care staff (DCS) Ann Grimmatt was passing medications and DCS Jahyrria Munoz and Nevaeh Greer were attending to Resident B. Resident A then went into his bedroom and around 15 minutes later, there was a knock on the door. The police brought Resident A home as he was found standing in the middle of the road.	Yes

III. METHODOLOGY

10/04/2022	Special Investigation Intake 2023A0605001
10/04/2022	APS Referral Adult Protective Services (APS) referral was made.
10/04/2022	Referral - Recipient Rights Referral to Oakland County Office of Recipient Rights (ORR) was made.
10/04/2022	Special Investigation Initiated - Telephone APS referral was made.
10/05/2022	Inspection Completed On-site I conducted an unannounced on-site investigation. Residents A, B, C, D, E, and F were present. I interviewed the home manager Sarah Moore, direct care staffs (DCS) Jahyrria Munoz and April Duncan.
10/10/2022	Contact - Document Received Email received from Adult Protective Services (APS) worker Johnathan Cavanaugh is investigating these allegations.
10/10/2022	APS Referral Adult Protective Services (APS) is investigating this complaint.
10/12/2022	Contact - Telephone call made Interviewed DCS Nevaeh Greer and Ann Grimmatt regarding the allegations.

10/13/2022	Contact - Document Received Email from APS, Jonathan Cavanaugh stating he will be substantiating his case.
10/26/2022	Exit Conference Conducted exit conference with licensee designee Meaghan Hall via telephone with my findings.

ALLEGATION:

Incident report (IR) received on 09/30/2022 regarding Resident A had a behavior while direct care staff (DCS) Ann Grimmett was passing medications and DCS Jahyrria Munoz and Nevaeh Greer were attending to Resident B. Resident A then went into his bedroom and around 15 minutes later, there was a knock on the door. The police brought Resident A home as he was found standing in the middle of the road.

INVESTIGATION:

On 10/04/2022, intake #190698 was assigned for investigation based on the IR received regarding incident on 09/30/2022, when Resident A left Predmore CLF without the knowledge of three DCS on shift.

On 10/04/2022, I initiated this investigation by making a referral to Adult Protective Services (APS) and Oakland County Office of Recipient Rights (ORR).

On 10/05/2022, I conducted an unannounced onsite investigation at Predmore CLF. Present were Residents A, B, C, D, E, and F. Also present were the home manager (HM) Sarah Moore and assistant home manager (AHM) April Duncan and DCS Jahyrria Munoz. Resident A is somewhat verbal but cannot carry a conversation due to his developmental disability (DD). His primary language is Arabic, and this consultant speaks Arabic. I was able to communicate with Resident A regarding the allegations in Arabic; however, Resident A only responded to direct questions of yes and no. Resident A stated "Yes," when asked if he left through the door next to his bedroom. Resident A stated "No," when asked if police brought him home. I was unable to gather any further information from Resident A. Resident A shares the bedroom with his brother Resident C.

Resident C's primary language is also Arabic. I attempted to interview Resident C, but Resident C was focused on showering and did not want to answer questions. DCS Jahyrria Munoz assisted Resident C in the shower.

Resident B is non-verbal, but I observed her lying in her bed in her bedroom. I also observed Residents D, E, and F who were in their bedrooms. Both Residents D and E are non-verbal and were not interviewed regarding these allegations. I attempted to

interview Resident F, in his bedroom but he did not have any information to provide regarding the allegations.

On 10/05/2022, I interviewed the HM Sarah Moore regarding the allegations. The HM was not present on 09/30/2022 when Resident A got out of the home. DCS Ann Grimmatt, DCS Jahyrria Munoz and DCS Nevaeh Greer were on shift. The HM stated that she was informed that Ms. Grimmatt was passing medications around 8:30PM in the living room and both Ms. Munoz and Ms. Greer were assisting Resident B in her bedroom. Resident B had a large bowel movement (BM) that required both staff to assist in cleaning Resident B. The HM stated that Resident A was upset, slamming his hands on the wall. Ms. Grimmatt went into Resident A's bedroom and tried to offer Resident A snacks, but he refused and continue to slam his hands on the wall. Ms. Grimmatt left the bedroom to continue passing medications. Ms. Munoz and Ms. Greer finished with Resident B and both went into the laundry room to put Resident B's linens into the washer. Ms. Grimmatt then went into Resident B's bedroom to pass her medications. Shortly after, there was a knock on the door at 8:44PM; it was the police. The police found Resident A in the middle of the road and told Ms. Munoz and Ms. Greer they needed to keep a better eye on Resident A. The HM stated the police did not write up a report nor did the police provide any paperwork to any of the staff. The HM stated that Resident A has never eloped from Predmore CLF nor is it in Resident A's individual plan of service (IPOS) or crisis plan completed by Macomb-Oakland Regional Center (MORC) that Resident A is an elopement risk. The HM stated that during the day, Resident A is allowed to be outside with 10-minute visual checks; however, after this incident, the HM will be reaching out to the support's coordinator with MORC to update the IPOS/Crisis Plan to reflect 5-minute visual checks whenever Resident A is outside in the backyard. The HM stated when Resident A is outside during the day, Resident A always remains in the backyard and has never wandered outside the backyard. She stated this was an isolated incident. The HM stated after the incident, Progressive Lifestyles is looking to have a door chime installed on the back door near Resident A's bedroom that is loud enough to alert staff whenever that door is opened.

On 10/05/2022, I interviewed DCS Jahyrria Munoz regarding the allegations. Ms. Munoz has been with Progressive Lifestyles for about eight months. She works all shifts but on 09/30/2022 she worked from 2PM to 7AM. Around 8PM, DCS Ann Grimmatt began passing medications. DCS Nevaeh Greer was assigned to Resident B and called out to Ms. Munoz to assist in cleaning Resident B as she had a large BM. Ms. Munoz went into Resident B's bedroom and assisted Ms. Greer in changing Resident B. Ms. Munoz stated that there was feces all along Resident B's back that required the sheets to be replaced. She stated it took her and Ms. Greer about 30-minutes to change and clean Resident B up. Ms. Munoz stated prior to going into Resident B's bedroom to help Ms. Greer, she observed Resident A was pacing back and forth in the hallway the entire time Ms. Munoz was helping clean up Resident B. Ms. Munoz stated around 8:35PM, she heard Resident A banging in his bedroom. She stated she is unsure what time the banging stopped but soon after she came out of Resident B's bedroom with the soiled linens and went into the laundry room. Ms. Munoz stated that Ms. Greer remained with Resident B. Ms. Munoz placed the soiled linens into the washer and as she was

heading back to Resident B's bedroom, Ms. Greer came out of the bedroom and there was a knock on the door. Ms. Munoz stated she looked at her phone and the time was 8:44PM. She stated she looked at her phone because it was late, and they were not expecting anyone. She opened the door, and it was the police. The police asked if they were missing any residents. Ms. Munoz stated she saw two police officers carrying Resident A to the home. The officer told her to keep a better eye on Resident A and then the officers left. Ms. Munoz stated she was not provided with any report number as the police never wrote up an incident report. Ms. Munoz stated she did not see Resident A leave through the back door or hear the back door open. She stated Resident A has access to the outside during the day with 10-minute visual checks. Ms. Munoz stated Resident A has never left the backyard whenever he is outside. She stated she believes he left the home through the back door and because it was dark and Resident A does not see well, he got turned around and walked into the road. Ms. Munoz stated this was an isolated incident and that since this incident, Progressive Lifestyles is looking into installing chimes on the back and front doors to prevent this from happening again.

On 10/05/2022, I interviewed AHM April Duncan regarding the allegations. The AHM began working for Progressive Lifestyles in 2003, but then quit and returned in 2015. She was not present on 09/30/2022, but was informed by the HM on 10/03/2022, that Resident A got out of the home and was brought back by police. The AHM stated she does not have any information on how Resident A got out of the home or who was involved. She stated that Resident A has a 30-minute visual check when Resident A is in his bedroom and a 10-minute visual check when outside, but since this incident, the HM will be requesting the support's coordinator to update Resident A's IPOS/Crisis Plan to every 5-minute whenever Resident A is outside.

On 10/05/2022, I reviewed Resident A's IPOS/Crisis Plan completed by MORC on 07/01/2022. According to the crisis plan, Resident A is not an elopement risk and has access to the home's backyard with every 10-minute visual checks. Resident A has a 30-minute check during waking hours while Resident A is in his bedroom and every two-hour check during sleeping hours.

On 10/10/2022, I received an email from APS worker Jonathan Cavanaugh stating that he is investigating these allegations.

On 10/12/2022, I contacted via telephone DCS Nevaeh Greer regarding the allegations. Ms. Greer has worked for Progressive Lifestyles since 04/2022. She usually works 9AM-10PM. On 09/30/2022, she was working with DCS Ann Grimmatt and DCS Jahyrria Munoz. Ms. Greer stated she was responsible for Resident B and Resident C on this day. She stated that Ms. Grimmatt was responsible for Resident A and Resident D and Ms. Munoz was responsible for Residents E and F. Ms. Greer stated that Ms. Grimmatt was passing medications around 8PM. Ms. Greer went to check on Resident B and noticed that Resident B had a large BM that got all over her back and on the linens. Ms. Greer stated that she required assistance to clean Resident B, so she called out to DCS Jahyrria Munoz. Ms. Munoz held Resident B to the side while Ms. Greer cleaned Resident B up and replaced the linens. During this time, Ms. Greer could hear

Resident A banging on his walls in his bedroom. Ms. Greer stated as she and Ms. Munoz were finishing up with Resident B, which was around 8:30PM, Ms. Greer heard Ms. Grimmert offer a snack to Resident A, but Resident A refused and continued to bang on the walls. Ms. Greer stated about five minutes later, the banging stopped, and Ms. Greer thought Resident A went to sleep because Resident A usually goes to bed after dinner. Ms. Greer stated she and Ms. Munoz went into the laundry room to put the soiled sheets in the washer when there was a knock on the door. Ms. Greer stated she and Ms. Munoz looked at their phones and it was 8:44PM. They both checked their phones because it was late, and they were not expecting any visitors. Ms. Munoz opened the door, and it was the police. The officer told them to keep a better eye on Resident A and then left without providing them with any paperwork. Ms. Greer stated she did not hear or see Resident A leave the home through the back door. Ms. Greer stated Resident A has never eloped and this was an isolated incident. She stated since this incident, Progressive Lifestyles is looking to install chimes on the doors to prevent this from happening again.

On 10/12/2022, I interviewed via telephone DCS Ann Grimmert regarding the allegations. Ms. Grimmert has worked for Progressive Lifestyles since 02/20/2015. She works all shifts but on 09/30/2022, she worked the midnight shift. Ms. Grimmert worked with DCS Jahyrria Munoz and DCS Nevaeh Greer. Ms. Grimmert stated around 8PM she began passing medications. She stated Ms. Munoz and Ms. Greer were cleaning Resident B as Resident B had a large BM. Ms. Grimmert stated Resident A requested a snack as she was passing medications. She stated she advised Resident A to wait and that is when he began banging on the walls in his bedroom. Ms. Grimmert stated she finished passing medications around 8:30PM to Residents D and E when she went into Resident A's bedroom to offer him a snack, which Resident A refused. Ms. Grimmert stated that Ms. Munoz and Ms. Greer finished cleaning Resident B up and left the bedroom to put the soiled sheets in the washer. Ms. Grimmert stated she gathered Resident B's medications and went into Resident B's bedroom to pass her medication. She stated that Resident A has stopped banging and she thought that Resident A went to sleep. Ms. Grimmert stated she finished passing Resident B's medications and heard one of the staff say, "somebody's here." Ms. Grimmert stated the police spoke with Ms. Munoz and Ms. Greer who told Ms. Grimmert that the police found Resident A in the middle of the road. Ms. Grimmert stated this was an isolated incident and that Resident A has never eloped from this home. She stated Resident A has access to the backyard during the daytime and whenever Resident A is outside, Resident A has never left the backyard. Ms. Grimmert stated she did not see nor hear Resident A leave from the back door. She stated since the incident, Progressive Lifestyles will be installing chimes on the doors.

On 10/13/2022, I received an email from APS worker Jonathan Cavanaugh stating that he is substantiating his case.

On 10/26/2022, I conducted the exit conference via telephone with licensee designee Meaghan Hall with my findings. Ms. Hall stated since the incident, she has in-serviced all staff on Resident A's IPOS/Crisis Plan. She stated that she is working with the

support's coordinator regarding the chimes that Progressive Lifestyles wants to install on the doors at Predmore. Ms. Hall will be submitting a corrective action plan.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	Based on my investigation and information gathered, Resident A was provided with the supervision, protection, and personal care as defined in his IPOS/Crisis Plan completed on 07/01/2022 by MORC. I reviewed Resident A's IPOS/Crisis Plan and there is no indication that Resident A is an elopement risk and staff followed the 30-minute well check while Resident A was in his bedroom.
CONCLUSION:	VIOLATION NOT ESTABLISHED

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:	Based on my investigation and information gathered, Resident A's protection and safety was not attended to at all times when Resident A left Predmore through the back door. On 09/30/2022, there were three DCS on shift and around 8:30PM, Resident A was having a behavior; banging on the walls while DCS Ann Grimmer was passing medications and both DCS Jahyrria Munoz and Nevaeh Greer were attending to Resident B. Ms. Grimmer went to Resident A's bedroom around 8:35PM to redirect him by offering him a snack but Resident A refused. Around 8:44PM, there was a knock on the door, and it was the police who found Resident A outside in the middle of the road. This was an isolated incident as Resident A has never been an elopement risk. According to Resident A's IPOS/Crisis plan, Resident A is allowed to go outside during the daytime with 10-minute visual checks. All DCS reported that Resident A has never left the backyard when he is outside during the daytime.

	Licensee designee Meaghan Hall stated she will discuss with Progressive Lifestyles about chimes getting installed on the doors to prevent this from happening again.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receiving an acceptable corrective action plan, I recommend no change to the status of the license.

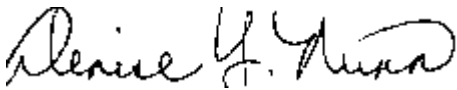


10/31/2022

Frodet Dawisha
Licensing Consultant

Date

Approved By:



10/31/2022

Denise Y. Nunn
Area Manager

Date