GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 30, 2022

Tenagne Mengistu
604 Jefferson Avenue SE
Grand Rapids, MI 49503

RE: License #: AF410315360
Investigation #: 2023A0467013
Emmanuel

Dear Mrs. Mengistu:

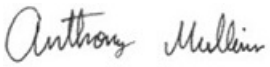
Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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,



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 #:	AF410315360
Investigation #:	2023A0467013
Complaint Receipt Date:	11/21/2022
Investigation Initiation Date:	11/21/2022
Report Due Date:	01/20/2023
Licensee Name:	Tenagne Mengistu
Licensee Address:	604 Jefferson Avenue SE Grand Rapids, MI 49503
Licensee Telephone #:	(616) 589-4609
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Emmanuel
Facility Address:	604 Jefferson Avenue SE Grand Rapids, MI 49503
Facility Telephone #:	(616) 589-4609
Original Issuance Date:	12/02/2011
License Status:	REGULAR
Effective Date:	05/28/2022
Expiration Date:	05/27/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Residents were left in the home without proper supervision.	Yes

III. METHODOLOGY

11/21/2022	Special Investigation Intake 2023A0467013
11/21/2022	Special Investigation Initiated - Telephone Spoke to the complainant via phone.
11/30/2022	Inspection Completed On-site
11/30/2022	APS Referral Completed.
11/30/2022	Exit conference completed with licensee, Tenagne Mengistu

ALLEGATION: Residents were left in the home without proper supervision.

INVESTIGATION: On 11/21/22, I received a call from the complainant stating that Resident A and B stated that the owner of their AFC home, Tenagne Mengistu has left the residents at the home alone on multiple occasions. The last time this was reported to the complainant was on 11/15/22.

On 11/23/22, I made an announced visit to Hope Network's Day Program. Upon arrival, I spoke to staff member Trisha Ancel-Supuk. Mrs. Ancel-Supuk assisted in having the residents come to a conference room to speak to me. I spoke to Resident A first. Resident A stated that she has lived in her current AFC home since May 2022 and things are going "good" for her. When asked if there was anything she doesn't like, Resident A stated, "me, (Resident B, and Resident C) doesn't like that we are left alone at the home". Resident A stated, "we thought we need someone at the house at all times." I confirmed with Resident A that per licensing rules, staff should be at the home at all times when one or more residents are present in the home.

Resident A stated that sometimes, staff members "Meme and Teri" go to work around 9:00 am and returns "sometime in the afternoon." Resident A stated that the owner of the home, Mrs. Mengistu goes to her other house and takes care of her family. Resident A stated that Mrs. Mengistu told her and the other residents are "big girls" and able to handle being at the home alone. Resident A stated that if staff aren't leaving to go to other jobs, they leave to meet Mrs. Mengistu at the other home to have lunch together. Resident A confirmed that Mrs. Mengistu and staff do return to the home to feed the residents lunch. After doing so, staff leave the home

again. Resident A stated that she told Mrs. Mengistu that she can't leave her and other residents home alone last week, which reportedly caused Mrs. Mengistu to become mad at her. Resident A stated that Mrs. Mengistu told her that if she or other residents get her in trouble, she and the other residents will no longer live with her. Resident A stated that Mrs. Mengistu told the residents not to tell anyone about being left home alone. Since this issue was brought to Mrs. Mengistu's attention, Resident A stated that Mrs. Mengistu has made sure to have staff at the home while residents are present.

After speaking to Resident A, I attempted to speak to Resident B. Resident B stated, "I don't want to get my caregiver in trouble. Keep me out of this." Resident B then left the room and this interview concluded. Minutes later, Resident B returned to the conference room with Resident A. Resident A was encouraging Resident B to speak. However, Resident B was still reluctant to do so. Resident B appeared to be nervous as I observed her hands shaking and her voice trembling. Therefore, I told Resident B that I would not interview her since she previously stated that she did not want to be interviewed. Resident A and B then left the conference room.

After attempting to speak to Resident B, I spoke to Resident C. Resident C stated that she has lived in the home for a few years. Resident C confirmed that she and other residents have been left alone in the home by staff for two hours at a time. Resident C stated that she and her peers are left home alone maybe "1 or 2 times each week." Resident C stated that Mrs. Mengistu leaves the home to go to the store or her other home. Resident C confirmed that Mrs. Mengistu leaves in the morning and returns to feed the residents lunch prior to leaving the home again. Resident C stated that there are 2 other staff members that work in the home but Mrs. Mengistu is the only one that leaves the residents in the home by themselves. Resident C stated that the home has a total of 6 residents and 3 of them are in the home all day and the other 3 attend day program a few days per week. Resident C denied any other issues in the home and reported that she feels safe.

On 11/30/22, I made an unannounced onsite investigation to the home. Upon arrival, owner/licensee, Mrs. Mengistu answered the door and allowed entry in the home and agreed to discuss the case allegations. Mrs. Mengistu confirmed that the residents were alone in the home for**,** "30 minutes or more" approximately 2 to 3 weeks ago on a Saturday. On the day in question, Mrs. Mengistu stated that she was sick, became dizzy and did not have any energy. While sick, she went to her other home, which is located behind this AFC. Her sister, Tarikua Yehualast and her cousin, Lem Lem Achalu Teklewoled were working at the AFC while she was sick. Mrs. Mengistu admitted that her sister and cousin came to her home to have lunch with her while subsequently leaving the residents in the home without staff for at least 30 minutes. Mrs. Mengistu stated that Resident A and B expressed their concern about this as well. Mrs. Mengistu was adamant that this was a one-time incident.

Mrs. Mengistu stated that most of the women in her home are independent and able

to be in the community by themselves. I explained to Mrs. Mengistu that although that may be true, per AFC licensing rules, staff are required to be in the home when residents are present. Mrs. Mengistu stated that she understands.

At this point, I conducted an exit conference with Mrs. Mengistu and explained that she will be cited for leaving residents alone. Mrs. Mengistu stated that she understands and agreed to complete a corrective action plan within 15 days of receiving this report from me. Mrs. Mengistu denied having any questions.

APPLICABLE RULE	
R 400.1410	**Resident protection.**
	A licensee or responsible person shall always be on the premises when a resident is in the home.
ANALYSIS:	Resident A and C confirmed that they have been left alone in the home by staff on multiple occasions. The owner, Mrs. Mengistu confirmed that residents were left alone in the home on one occasion for "30 minutes or more." Therefore, there is a preponderance of evidence to support the allegation.
CONCLUSION:	**VIOLATION ESTABLISHED**

IV. RECOMMENDATION

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

Anthony Mullins 11/30/2022

Anthony Mullins Date
Licensing Consultant

Approved By:

Jerry Hendrick 11/30/2022

Jerry Hendrick Date
Area Manager