



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 1, 2022

Robert and Laura Hopkins
P O Box 728
Ewart, MI 496310728

RE: License #: AM670009378
Investigation #: 2023A0870008
Hopkins 110th Ave AFC

Dear Robert and Laura Hopkins:

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 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 (231) 922-5309.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bruce A. Messer". The signature is fluid and cursive.

Bruce A. Messer, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4939

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM670009378
Investigation #:	2023A0870008
Complaint Receipt Date:	11/21/2022
Investigation Initiation Date:	11/21/2022
Report Due Date:	01/20/2023
Licensee Name:	Robert and Laura Hopkins
Licensee Address:	1375 Chaput Sears, MI 49679
Licensee Telephone #:	(231) 734-5936
Name of Facility:	Hopkins 110th Ave AFC
Facility Address:	8675 110th Avenue Ewart, MI 49631
Facility Telephone #:	(231) 734-3014
Original Issuance Date:	09/15/1992
License Status:	REGULAR
Effective Date:	04/11/2021
Expiration Date:	04/10/2023
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Facility staff do not have valid first aid and cardiopulmonary resuscitation training.	Yes

III. METHODOLOGY

11/21/2022	Special Investigation Intake 2023A0870008
11/21/2022	Special Investigation Initiated - Telephone Telephone call with Deborah Bauman, Provider Network Monitor for Community Mental Health for Central Michigan.
11/22/2022	Contact – Telephone call made Telephone call with Licensee Designee Laura Hopkins.
11/28/2022	Inspection Completed On-site Interview with Licensee Designee Laura Hopkins.
11/30/2022	Inspection Completed-BCAL Sub. Compliance
12/01/2022	Exit Conference Completed with Licensee Designee Laura Hopkins.

ALLEGATION: Facility staff do not have valid first aid and cardiopulmonary resuscitation training.

INVESTIGATION: On November 21, 2022, I spoke with Deborah Bauman, Provider Network Monitor for Community Mental Health for Central Michigan. Ms. Bauman stated she had recently conducted an agency provider audit on the facility and noted that the documentation of first aid/cpr training provided to her by Licensee Designee Laura Hopkins appeared to be invalid. She explained that the “training completion cards” all had the staff names “handwritten” and all the cards had the same “certificate ID” number.

On November 22, 2022, I spoke with Licensee Designee Laura Hopkins. I informed her of the above stated allegation. I scheduled an on-site investigation meeting with her and requested she have available, for my review, the first aid/cpr training documentation for all facility staff.

On November 28, 2022, I conducted an on-site special investigation and meeting with Ms. Hopkins. She stated that she has had her staff conduct first aid/cpr training annually, but CMH recommended an on-line training in her most recent contract. Ms. Hopkins stated that her staff took this on-line training, but her agency training coordinator did not properly register the staff into the on-line training company's system to take the test. She noted that since this was not done, valid training certificates were not issued. Ms. Hopkins noted that all staff have completed the testing and received valid training certificates between November 17, 2022, and November 22, 2022. She provided the certificate for my review. I commended Ms. Hopkins for her rapid response in obtaining valid training certificates, but in order to determine rule compliance I would need to see valid first aid/cpr training certificates for staff prior to these November 2022 certificates. Ms. Hopkins stated she would obtain and email copies of the most recent training certificates for her staff. These were received later this same day.

On November 29, 2022, I reviewed the first aid/cpr training certificates provided by Ms. Hopkins. The certificates show the following staff and training dates:

- Deb Hellenthal – 6/29/2011
- Mike Gallagher – 12/10/2015
- Monique Dieson – 12/10/17
- Shawn Moore – 6/29/2011
- Mike Miller – 12/10/2016

Each certificate contains a notation which reads: The American Red Cross recognizes this certificate as valid for two years from completion date. As noted above, all of the staff training dates are in excess of two years, thus making the training as not valid or out of date.

APPLICABLE RULE	
R 330.1806	Staffing levels and qualifications.
	<p>(2) All staff who work independently and staff who function as lead workers with clients shall have successfully completed a course of training which imparts basic concepts required in providing specialized dependent care and which measures staff comprehension and competencies to deliver each client's individual plan of service as written. Basic training shall address all of the following areas:</p> <p>(d) Basic first aid and cardiopulmonary resuscitation</p>

ANALYSIS:	<p>Ms. Hopkins was unable to provide valid training certificates for facility staff for dates prior to the date of the complaint.</p> <p>Facility staff had not successfully completed a current and valid training program in first aid and cardiopulmonary resuscitation prior to the date of the allegation which led to this special investigation.</p> <p>It is noted that this issue was rectified during the course of the special investigation and all staff are now in compliance with this rule.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	<p>(3) A licensee or administrator shall provide in-service training or make training available through other sources to direct care staff. Direct care staff shall be competent before performing assigned tasks, which shall include being competent in all of the following areas:</p> <ul style="list-style-type: none"> (b) First aid. (c) Cardiopulmonary resuscitation.
ANALYSIS:	<p>Ms. Hopkins was unable to provide valid training certificates for facility staff for dates prior to the date of the complaint.</p> <p>The licensee was not able to provide verification that facility staff were competent in first aid and cardiopulmonary resuscitation for dates prior to the date of the allegation which led to this special investigation.</p> <p>It is noted that this issue was rectified during the course of the special investigation and all staff are now currently in compliance with this rule.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On December 1, 2022, I conducted an exit conference with Licensee Designee Laura Hopkins. Ms. Hopkins stated she understood my findings and analysis as

stated above. She noted that she would complete and submit a corrective action plan to address the established rule noncompliance.

IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, that the status of the license remain unchanged.



December 1, 2022

Bruce A. Messer
Licensing Consultant

Date

Approved By:



December 1, 2022

Jerry Hendrick
Area Manager

Date