



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 6, 2022

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

RE: License #: AS670012822
Investigation #: 2023A0360011
Hopkins Whispering Pines

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 (866) 865-0006.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist", with a stylized flourish at the end.

Matthew Soderquist, Licensing Consultant
Bureau of Community and Health Systems
Ste 3
931 S Otsego Ave
Gaylord, MI 49735
(989) 370-8320

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS670012822
Investigation #:	2023A0360011
Complaint Receipt Date:	11/21/2022
Investigation Initiation Date:	11/21/2022
Report Due Date:	12/21/2022
Licensee Name:	Robert and Laura Hopkins
Licensee Address:	1375 Chaput Sears, MI 49679
Licensee Telephone #:	(231) 734-5936
Administrator:	Laura Hopkins
Licensee Designee:	N/A
Name of Facility:	Hopkins Whispering Pines
Facility Address:	7401 65th Avenue Ewart, MI 49631
Facility Telephone #:	(231) 734-3628
Original Issuance Date:	10/14/1985
License Status:	REGULAR
Effective Date:	07/19/2022
Expiration Date:	07/18/2024
Capacity:	6
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 2023A0360011
11/21/2022	Special Investigation Initiated - Telephone DCS Kayzie Wilson
11/28/2022	Contact - Face to Face licensee Laura Hopkins
11/28/2022	Inspection Completed On-site DCS Sally Hopkins and Kim Wilson
11/28/2022	Contact - Document Received Laura Hopkins
12/06/2022	Exit Conference With licensee Laura Hopkins

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

INVESTIGATION: On 11/21/2022 I was assigned a complaint from the LARA online complaint system.

On 11/21/2022 AFC licensing consultant Bruce Messer stated he 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 11/21/2022 I contacted direct care staff Kayzie Wilson. Ms. Wilson stated she has a first aid/CPR card. She stated it has been several years since she has attended an in-person training. She stated over the last few years the licensee Laura Hopkins will send the home a self-study lesson and each staff must take a written

test. She stated it was through ECPRcertification.com. Ms. Wilson then messaged me a picture of her First Aid/CPR Card, it was dated 4/30/2022. Her name and the dates were handwritten on the card.

On 11/28/2022 I conducted a face-to-face 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 11/17/2022 and 11/22/22. She provided the certificate for review. First Aid/CPR certificates prior to November 2022 were requested. Ms. Hopkins stated she would obtain and email copies of the most recent training certificates for her staff.

On 11/28/2022 I conducted an onsite inspection at the facility. Direct care staff Kim Wilson and Sally Hopkins were present. Both staff confirmed they had taken a written test and received a card with handwritten name and dates. They stated it has been at least four years since they have completed a hands-on CPR course through a local sheriff deputy.

On 11/28/2022 I received the first aid/CPR training certificates provided by Ms. Hopkins. The certificates show the following staff and training date:

- Scott Hopkins – 12/15/2011
- Kim O'Neal – 11/20/2013
- Deb Hellenthal – 6/29/2011
- Susan Gable – 12/10/2015
- Mike Gallagher – 12/10/2015
- Yvette Hopkins – 11/6/2013
- Monique Dieson – 12/10/17
- Jeannette Chambers – 12/10/2015

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 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.
	(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

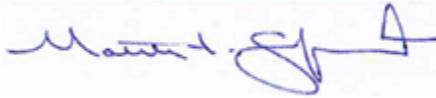
	<p>and which measures staff comprehension and competencies to deliver each client's individual plan of service as written. Basic training shall address all of the following areas:</p> <p>(d) Basic first aid and cardiopulmonary resuscitation</p>
ANALYSIS:	<p>Ms. Hopkins was unable to provide valid training 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> <p>(b) First aid.</p> <p>(c) 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>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 currently in compliance with this rule.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 12/06/2022 I conducted an exit conference with licensee Laura Hopkins. Ms. Hopkins stated she will submit a corrective action plan for approval.

IV. RECOMMENDATION

Upon approval of an acceptable corrective action plan, I recommend no change in the status of the license.



12/06/2022

Matthew Soderquist
Licensing Consultant

Date

Approved By:



12/06/2022

Jerry Hendrick
Area Manager

Date