



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

December 13, 2022

Laura Hopkins  
P O Box 728  
Ewart, MI 496310728

RE: License #: AS670015899  
Investigation #: 2023A0009007  
Hopkins 20th Ave AFC

Dear Ms. 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 cursive script that reads "Adam Robarge".

Adam Robarge, Licensing Consultant  
Bureau of Community and Health Systems  
Suite 11  
701 S. Elmwood  
Traverse City, MI 49684  
(231) 350-0939

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS670015899
<b>Investigation #:</b>	2023A0009007
<b>Complaint Receipt Date:</b>	11/21/2022
<b>Investigation Initiation Date:</b>	11/21/2022
<b>Report Due Date:</b>	12/21/2022
<b>Licensee Name:</b>	Laura Hopkins
<b>Licensee Address:</b>	1375 Chaput Sears, MI 49679
<b>Licensee Telephone #:</b>	(231) 734-6869
<b>Administrator:</b>	Laura Hopkins
<b>Name of Facility:</b>	Hopkins 20th Ave AFC
<b>Facility Address:</b>	8328 20th Avenue Sears, MI 49679
<b>Facility Telephone #:</b>	(231) 734-6846
<b>Original Issuance Date:</b>	01/25/1995
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/22/2021
<b>Expiration Date:</b>	04/21/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff do not have legitimate CPR and First Aid Training.	Yes

## III. METHODOLOGY

11/21/2022	Special Investigation Intake 2023A0009007
11/21/2022	Special Investigation Initiated – Telephone call made to Deborah Bauman, Community Mental Health (CMH) Provider Network Monitor
11/21/2022	Contact – Document (email with attachments) received from Deborah Bauman, CMH Provider Network Monitor
11/28/2022	Inspection Completed On-site Interview with licensee/administrator Laura Hopkins and administrator Yvette Hopkins
11/28/2022	Inspection Completed On-site at Hopkins 20 <sup>th</sup> Ave. AFC
12/12/2022	Exit conference with licensee/administrator Laura Hopkins

### **ALLEGATION: Staff do not have legitimate CPR and First Aid Training.**

**INVESTIGATION:** I spoke with Deborah Bauman with Community Mental Health (CMH) by phone on November 21, 2022. Ms. Bauman explained that she is employed as a Provider Network Monitor with CMH and checks on compliance with adult foster care (AFC) homes which contract with CMH. She said that she was checking compliance with the CMH contract which mandates that AFC staff are properly trained in CPR and First Aid. She checked staff who worked at several Hopkins AFC Homes and specifically at the Hopkins 20<sup>th</sup> Ave. AFC. She noticed that each training certificate for various staff had the identical certificate identification number. Ms. Bauman said that she knew from previous experience that this certificate identification number should be specific to each staff person and each time they are trained. She also noted that it appeared on the certificates as if someone had “whited out” the staff person’s name on the official certificate and written in another staff person’s name. Ms. Bauman went on to say that she contacted the agency who supposedly issued the certificates, and they did not have any record of the various staff she asked about as having taken their training. The person she talked to at the agency denied that they ever hand-write names on their training certificates.

On November 21, 2022, Ms. Bauman sent an email with attachments. This included an email she received from an administrator at eCPRCertification.com which confirmed that the training certificate from a staff person who works for the Hopkins was not authentic. Ms. Bauman also sent a photo of the certificate that seemed to show that a previous name had been erased (whited out) and the new staff name written in.

On November 28, 2022, I conducted a face-to-face meeting with licensee/administrator Laura Hopkins and office administrator Yvette Hopkins. Ms. Hopkins reported that she has her staff complete CPR and First Aid training on an annual basis but that CMH recommended this be conducted on-line in the most recent contract. They had previously gone to in-person CPR/First Aid training in Ewart, Michigan but that this ended during the Covid-19 pandemic. Since that time, her staff have participated in “training” in-house and completed a written test. The Hopkins agency training coordinator did not register the staff or test results with eCPRCertification.com. She admitted that since that was not done, valid training certificates were not issued. Ms. Hopkins noted that all staff have since completed the testing and received valid training certificates between November 17, 2022 and November 22, 2022. This was when she realized there was an issue and corrected the situation. She provided the certificates for my review. Ms. LaHopkins admitted that before that time, the staff were not officially certified as having passed CPR and First Aid Training. Ms. Laura Hopkins agreed to provide documentation regarding past compliance with CPR and First Aid training. Ms. Hopkins stated she would obtain and email copies of the most recent training certificates for her staff. She also reported that her direct care staff work between the Hopkins AFC homes and so that any of her staff might work at Hopkins 20<sup>th</sup> Ave. AFC when there is a need.

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

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, the staff training dates are in excess of two years, thus making the training as not valid or out of date.

<b>APPLICABLE RULE</b>	
<b>R 330.1806</b>	<b>Staffing levels and qualifications.</b>

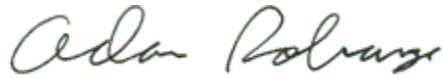
	<p>(2) All staff who work independently and staff who function as lead workers with clients shall have successfully completed a course of training which imparts basic concepts required in providing specialized dependent care and which measures staff comprehension and competencies to deliver each client's 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>
<b>ANALYSIS:</b>	<p>It was confirmed through this investigation that staff were only informally trained by the licensee in basic first aid and cardiopulmonary resuscitation. The most recent "training" of the staff did not include in-person training with a qualified CPR/First Aid trainer or on-line training with an accredited training agency. Staff have had proper training in the past, but this is now beyond the two-year period recommended by accredited training agencies.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<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. (c) Cardiopulmonary resuscitation.</p>
<b>ANALYSIS:</b>	<p>It was confirmed through this investigation that staff were only informally trained by the licensee in basic first aid and cardiopulmonary resuscitation. The most recent "training" of the staff did not include in-person training with a qualified CPR/First Aid trainer or on-line training with an accredited training agency. Staff have had proper training in the past, but this is now beyond the two-year period recommended by accredited training agencies.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

I conducted an exit conference with licensee/administrator Laura Hopkins by phone on December 12, 2022. I told her the findings of my investigation and gave her the opportunity to ask questions.

**IV. RECOMMENDATION**

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



12/13/2022

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Adam Robarge  
Licensing Consultant

Date

Approved By:



12/13/2022

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Jerry Hendrick  
Area Manager

Date