



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

December 16, 2022

Paula Barnes  
Central State Community Services, Inc.  
Suite 201  
2603 W Wackerly Rd  
Midland, MI 48640

RE: License #: AS250385494  
Investigation #: 2023A0871006  
Wilson Road Home

Dear Ms. Barnes:

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 (989) 732-8062.

Sincerely,



Kathryn A. Huber, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(989) 293-3234

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT  
THIS REPORT CONTAINS QUOTED PROFANITY**

**I. IDENTIFYING INFORMATION**

|                                       |  |
|---------------------------------------|--|
| <b>License #:</b>                     | AS250385494  |
| <b>Investigation #:</b>               | 2023A0871006   |
| <b>Complaint Receipt Date:</b>        | 11/12/2022   |
| <b>Investigation Initiation Date:</b> | 11/14/2022   |
| <b>Report Due Date:</b>               | 01/11/2023   |
| <b>Licensee Name:</b>                 | Central State Community Services, Inc.               |
| <b>Licensee Address:</b>              | Suite 201<br>2603 W Wackerly Rd<br>Midland, MI 48640 |
| <b>Licensee Telephone #:</b>          | (989) 631-6691                                       |
| <b>Administrator:</b>                 | Regina Wheaton                                       |
| <b>Licensee Designee:</b>             | Paula Barnes   |
| <b>Name of Facility:</b>              | Wilson Road Home                                     |
| <b>Facility Address:</b>              | 6359 W Wilson<br>Clio, MI 48420-8420                 |
| <b>Facility Telephone #:</b>          | (810) 687-0202                                       |
| <b>Original Issuance Date:</b>        | 05/02/2017   |
| <b>License Status:</b>                | REGULAR  |
| <b>Effective Date:</b>                | 11/02/2021   |
| <b>Expiration Date:</b>               | 11/01/2023   |
| <b>Capacity:</b>                      | 6  |
| <b>Program Type:</b>                  | PHYSICALLY HANDICAPPED<br>DEVELOPMENTALLY DISABLED   |

## II. ALLEGATION(S)

|  | <b>Violation<br/>Established?</b> |
|--|-----------------------------------|
| On November 9, 2022, Staff Kristopher Miller told Resident A “who the fuck are you talking to. Shut the fuck up and I’m not the one to fuck with.” Mr. Miller then pushed Resident A and wrapped his arms around him and squeezed him tightly. | Yes                               |
| On November 14, 2022, Home Manager Tamikia Phifer was driving 100 mph and hit a curb. Resident D was in the vehicle.   | No                                |
| On November 7, 2022, Staff Deondre Daniels said “I will fuck you up if you touch this cord. I don’t give a fuck about this job; I will fuck your ass up.” Mr. Daniels said this to Resident D.   | No                                |

## III. METHODOLOGY

|            |   |
|------------|---|
| 11/12/2022 | Special Investigation Intake<br>2023A0871006  |
| 11/12/2022 | APS Referral<br>From Genesee County MDHHS   |
| 11/14/2022 | Special Investigation Initiated - Letter<br>Received information from Adult Protective Service Worker Jackie Williams |
| 12/01/2022 | Inspection Completed On-site<br>Interviewed Staff Phillip Parrish, Residents A-B                                      |
| 12/01/2022 | Inspection Completed On-site<br>Interviewed Resident A  |
| 12/06/2022 | Contact - Telephone call received<br>Received telephone call from Program Coordinator Regina Wheaton                  |
| 12/07/2022 | Inspection Completed On-site<br>Interviewed Residents B-C   |
| 12/07/2022 | Contact - Telephone call made<br>Telephone call to Home Manager Tamikia Phifer  |
| 12/09/2022 | Contact - Document Received<br>Received information from Adult Protective Service Worker Janeen Rouse                 |

|            |   |
|------------|---|
| 12/12/2022 | Contact - Telephone call made<br>Telephone call to Staff Christopher Miller                         |
| 12/12/2022 | Inspection Completed On-site<br>Interviewed Resident D  |
| 12/13/2022 | Contact - Telephone call made<br>Telephone call to Staff Deondre Daniels                            |
| 12/15/2022 | Inspection Completed On-site<br>Interviewed Residents A, C-D  |
| 12/16/2022 | Contact - Telephone call made<br>Telephone call to Guardian A1                                      |
| 12/16/2022 | Contact - Document Received<br>Received information from Recipient Rights officer Kim Nguyen-Forbes |
| 12/16/2022 | Inspection Completed-BCAL Sub. Compliance   |
| 12/16/2022 | Exit Conference<br>Telephone exit conference with Licensee Paula Barnes                             |

**ALLEGATION:**

On November 9, 2022, Staff Kristopher Miller told Resident A “who the fuck are you talking to. Shut the fuck up and I’m not the one to fuck with.” Mr. Miller then pushed Resident A and wrapped his arms around him and squeezed him tightly.

**INVESTIGATION:**

On December 1, 2022, I conducted an unannounced onsite investigation and interviewed Resident A. Resident A said he had an “an incident with Kris.” Resident A indicated that he was on the front porch, on the phone talking to a family member and Staff Kristopher Miller told him “Shut the fuck up.” Resident A said Mr. Miller put his middle finger up at him, then put his arms around him and squeezed in. Resident A indicated it is better now that he is no longer here.

I then interviewed Resident B. Resident B indicated he did not see the incident but Resident A “is my buddy” and he takes care of him.

On December 7, 2022, I conducted another onsite investigation and interviewed Resident C. Resident C stated that Mr. Miller sometimes “treat him good.” Resident C indicated on Mr. Miller’s first day, he argued with Resident D and said he was going to fight him. I asked Resident C if he knew about the incident with Mr. Miller

and Resident A and he said, "I heard the arguing." Resident C said Resident A and Mr. Miller were out on the front porch and Resident A was trying to come in. Resident C indicated Mr. Miller blocked him from coming in the house and he saw Mr. Miller grab Resident A.

On December 9, 2022, Adult Protective Service Worker Janeen Rouse also interviewed Resident C and he corroborated the story that he told me.

On December 16, 2022, I telephoned Guardian A1. Guardian A1 said she and Resident A were on the phone talking for a while. She heard someone ask Resident A "who the fuck are you talking to" and he said it two times. She heard Resident A say, "leave me alone" and she then heard Resident A say, "get off me." Resident A then said he would have to call her back, but she did hear the staff say "fuck to [Resident A]" three times.

On December 12, 2022, I received a phone call from Mr. Kristopher Miller. Mr. Miller indicated "nothing happened" and that Resident A "was tripping out." Mr. Miller said that Resident A "was having one of those days" and he tried to calm him down. Mr. Miller they were by the front door and Resident A "bull rushed past me." Mr. Miller stopped him and asked him if he was okay and Resident A "spasmed out" and he could not understand him. Mr. Miller reported that Resident A has mood swings, and that Resident A often says he wants to get people fired.

| <b>APPLICABLE RULE</b> |  |
|------------------------|--|
| <b>R 400.14308</b>     | <b>Resident behavior interventions prohibitions.</b>   |
|                        | <b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:<br/>(b) Use any form of physical force other than physical restraint as defined in these rules.</b> |
| <b>ANALYSIS:</b>       | Resident A said Staff Kristopher Miller put his arms around him and squeezed him. Resident C said he witnessed this and corroborated his story with Adult Protective Service Worker Janeen Rouse. I confirm violation of this rule.  |
| <b>CONCLUSION:</b>     | <b>VIOLATION ESTABLISHED</b>   |

|                        |   |
|------------------------|---|
| <b>APPLICABLE RULE</b> |   |
| <b>R 400.14308</b>     | <b>Resident behavior interventions prohibitions.</b>  |
|                        | <b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</b><br><b>(f) Subject a resident to any of the following:</b><br><b>(ii) Verbal abuse.</b> |
| <b>ANALYSIS:</b>       | Resident A said Staff Kristopher Miller told him to 'shut the fuck up' while he was on his phone with Guardian A1. Guardian A1 heard Mr. Miller say 'fuck' three times to Resident A while she was on the phone with him. I confirm violation of this rule.   |
| <b>CONCLUSION:</b>     | <b>VIOLATION ESTABLISHED</b>  |

**ALLEGATION:**

On November 14, 2022, Home Manager Tamikia Phifer was driving 100 mph and hit a curb. Resident D was in the vehicle.

**INVESTIGATION:**

On December 1, 2022, at the unannounced onsite investigation, I interviewed Staff Phillip Parrish. Mr. Parrish indicated the corporation has a GPS monitor in the van and they are notified if a staff member is speeding.

On December 7, 2022, I telephoned Home Manager Tamikia Phifer. Manager Phifer indicated "you can't control the van when going fast because of how big and how high it is." Manager Phifer said she took Resident D to a store, and he wanted to get a particular item. The store did not have it, so she took him to a second store, and that store did not have the item either, and he was upset. Manager Phifer denied that she was going 100 mph and said, "I hit a curb coming out of the gas station." Manager Phifer said Resident D was looking at the dashboard and said "I'm gonna get your ass fired." Manager Phifer said Resident D has delusions and hallucinations.

On December 1, 2022, I asked Resident A if he ever rode with Manager Phifer and he replied, "I rode with her a lot." Resident A reported that Manager Phifer is a good driver and has never "went real fast while I was in the car."

On December 7, 2022, I interviewed Resident D at the onsite investigation. Resident D said Manager Phifer "got mad at me for something." Resident D reported Manager Phifer "went real fast and hit a curb on the highway." I asked Resident D how fast she was going, and he said "about 75 mph." Resident D said

Manager Phifer was trying to catch up to an MTA bus on Dort Highway. Resident D said he does get along with Manager Phifer, and she treats him well.

| <b>APPLICABLE RULE</b> |  |
|------------------------|--|
| <b>R 400.14303</b>     | <b>Resident care; licensee responsibilities.</b>   |
|                        | (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.  |
| <b>ANALYSIS:</b>       | Staff Phillip Parrish indicated the corporation has a GPS monitor and are notified if a staff is speeding. Home Manager Tamikia Phifer said she hit a curb coming out of the gas station and does not speed with the van. Manager Phifer indicated Resident D was delusional and upset that day. There is no evidence to confirm violation of this rule. |
| <b>CONCLUSION:</b>     | <b>VIOLATION NOT ESTABLISHED</b>   |

**ALLEGATION:**

On November 7, 2022, Staff Deondre Daniels said “I will fuck you up if you touch this cord. I don’t give a fuck about this job; I will fuck your ass up.” Mr. Daniels said this to Resident D.

**INVESTIGATION:**

On December 12, 2022, I interviewed Staff Deondre Daniels via telephone. I asked Mr. Daniels about the allegation, and he said, “I don’t recall saying anything like that.” Mr. Daniels indicated he would never say that to a resident or swear at them. Mr. Daniels said, “I don’t talk like that.”

On December 15, 2022, I interviewed Resident A at the onsite investigation. Resident A said Mr. Daniels “is a good cook” and he is nice to him. Resident A said he never yells at people and that he tries to direct people to do the correct things. Resident A said he never heard him swear.

I then interviewed Resident C. Resident C indicated Mr. Daniels is a cook and he has never had a problem with him. Resident C said he has never heard him swear at anyone and that the residents “talk bad about him.” Resident C said he does not cuss at us.

On December 15, 2022, I then interviewed Resident D and asked him about Staff Deondre Daniels. Resident D said he “don’t like him, he does a lot of bad things.” Resident D said Mr. Daniels wants to show the residents “criminal ways” and he stays away from him. Resident D indicated Mr. Daniels cusses at him “24/7 because I smoke marijuana.” Resident D said Mr. Daniels antagonizes him and



called him “a dumb mother fucker.” Resident D said Mr. Daniels “is out for what he can get, and he doesn’t like me because I smoke weed.”

I then interviewed Home Manager Tamikia Phifer about the incident. Manger Phifer said she heard about an incident when Resident D’s radio went missing. Manager Phifer said she was not at the facility at the time and has worked with Mr. Daniels. Manager Phifer she has never heard Mr. Daniels say anything bad to the residents. Manager Phifer said Resident D “exaggerates a lot and takes things and hides them.” Manager Phifer indicated that one-time, Resident D took the HDMI cord from the tv and hid it and not one could watch tv. Manager Phifer said Resident D “has hallucinations and paranoia” and does not think Mr. Daniels would swear at the residents.

| <b>APPLICABLE RULE</b> |   |
|------------------------|---|
| <b>R 400.14308</b>     | <b>Resident behavior interventions prohibitions.</b>  |
|                        | <b>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</b><br><b>(f) Subject a resident to any of the following:</b><br><b>(ii) Verbal abuse.</b>                             |
| <b>ANALYSIS:</b>       | Residents A and C have never heard Staff Deondre Daniels swear or cuss at the residents. Home Manager Tamikia Phifer has worked with Mr. Daniels in the past and has never heard him swear or cuss. Mr. Daniels denied that he said anything like that and said he does not talk like that. There is no evidence to confirm violation of this rule. |
| <b>CONCLUSION:</b>     | <b>VIOLATION NOT ESTABLISHED</b>  |

On December 16, 2022, I conducted a telephone exit conference with Licensee Paula Barnes. I advised Licensee Barnes the allegation against Staff Kristopher Miller is substantiated and Guardian A1 and Resident C corroborated Resident A’s story. I told Licensee Barnes there is not enough evidence to confirm violations against Home Manager Tamikia Phifer and Staff Deondre Daniels.

**IV. RECOMMENDATION**

Upon receipt of an acceptable correction action plan, I recommend the status of this adult foster care small group home remain the same (capacity 1-6).

*Kathryn Huber*

12/16/2022

---

Kathryn A. Huber  
Licensing Consultant

Date

Approved By:

*Mary Holton*

12/16/2022

---

Mary E. Holton  
Area Manager

Date