



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 2, 2023

Richard Echols
25701 Ravine Rd.
Southfield, MI 48034

RE: License #: AS630287634
Investigation #: 2023A0605017
Echols Support Services #2

Dear Mr. Echols:

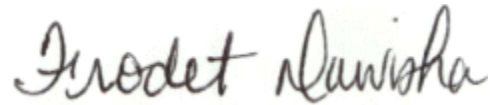
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Frodet Dawisha".

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
Detroit, MI 48202
(248) 303-6348

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630287634
Investigation #:	2023A0605017
Complaint Receipt Date:	01/19/2023
Investigation Initiation Date:	01/23/2023
Report Due Date:	03/20/2023
Licensee Name:	Echols, Richard & Miller-Echols, Tahatia
Licensee Address:	25701 Ravine Rd. Southfield, MI 48034
Licensee Telephone #:	(248) 353-4729
Administrator:	Tahatia Echols
Licensee Designee:	Richard Echols
Name of Facility:	Echols Support Services #2
Facility Address:	25985 W. Ten Mile Road Southfield, MI 48033
Facility Telephone #:	(248) 353-6059
Original Issuance Date:	02/02/2007
License Status:	REGULAR
Effective Date:	08/10/2021
Expiration Date:	08/09/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED\TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Shortly after 5pm on 01/10/2023, reporting person (RP) was shopping at the Meijer located at 28800 Telegraph Road in Southfield and encountered a woman in scrubs accompanying four adult men who appeared to be cognitively impaired, one being pushed in a wheelchair. The woman yelled instructions at the men, berated them, and grew increasingly frustrated and verbally aggressive when her instructions were not being followed correctly or quick enough.	Yes

III. METHODOLOGY

01/19/2023	Special Investigation Intake 2023A0605017
01/23/2023	Special Investigation Initiated - Telephone Left message for reporting source (RP)
01/23/2023	APS Referral Adult Protective Services (APS) referral made
01/23/2023	Referral - Recipient Rights Oakland County Office of Recipient Rights (ORR) referral made to Darlita Paulding
01/24/2023	Contact - Document Received Email from ORR Darlita Paulding
01/24/2023	Inspection Completed On-site I conducted an unannounced on-site investigation. I interviewed direct care staff (DCS) Angel Edwards and Resident A and Resident B and attempted to interview Resident C, but he was non-verbal.
01/24/2023	Contact - Telephone call received Discussed allegations with the RP
01/24/2023	Contact - Telephone call made Discussed allegations with the home manager (HM) Tammy Johnson and left voice mail message for DCS Janet Jones

01/24/2023	Contact - Telephone call made Discussed allegations with Vice President of Operations Brufus Lewis
01/25/2023	Contact - Telephone call made Left message for DCS Janet Jones
01/25/2023	Contact - Telephone call received Discussed allegations with DCS Janet Jones
01/31/2023	Contact - Telephone call received From ORR Darlita Paulding
02/01/2023	Exit Conference Discussed findings with licensee designee Richard Echols

ALLEGATION:

Shortly after 5pm on 01/10/2023, reporting person (RP) was shopping at the Meijer located at 28800 Telegraph Road in Southfield and encountered a woman in scrubs accompanying four adult men who appeared to be cognitively impaired, one being pushed in a wheelchair. The woman yelled instructions at the men, berated them, and grew increasingly frustrated and verbally aggressive when her instructions were not being followed correctly or quick enough.

INVESTIGATION:

On 01/20/2023, intake 192814 was assigned for investigation regarding a woman wearing scrubs being observed at a Meijer yelling, berating, and being verbally aggressive towards four men who appeared to be cognitively impaired.

On 01/23/2023, I made a referral to Adult Protective Services (APS) regarding the allegations.

On 01/24/2023, I received an email from Oakland County Office of Recipient Rights (ORR) worker Darlita Paulding stating that she will be investigating these allegations. Ms. Paulding spoke with the HM who reported that Residents A and B have reported to the HM that “Janet yells,” and then the HM would talk to Ms. Jones about her voice and Ms. Jones would say she will “tone it down.”

On 01/24/2023, I conducted an unannounced on-site investigation. I interviewed direct care staff (DCS) Angel Edwards regarding the allegations. Ms. Edwards has been with this corporation since 06/2020. She works Monday-Friday from 8AM-4PM. There is only one staff member per shift. Ms. Edwards worked the morning of 01/10/2023, but that she did not go to Meijer with the residents. Ms. Edwards stated that DCS Janet Jones

worked the afternoon shift from 4PM-12AM and believed went to Meijer with the residents. Ms. Edwards stated that Ms. Jones said, "Someone had complained about me," as Ms. Edwards and Ms. Jones passed each other during their shift change. Ms. Jones did not elaborate on what the complaint was and just said that someone complained about her. Ms. Edwards was not surprised to hear these allegations because residents have complained to Ms. Edwards about Ms. Jones being, "aggressive with her delivery." Ms. Jones' voice carries when she speaks which Ms. Edwards stated, "It's not necessarily yelling, it's just too loud and too much for the residents." Ms. Edwards denied that any resident informed her that Ms. Jones was "degrading," them and that the residents only reported that "Ms. Jones was too loud." The residents have reported their concerns about Ms. Jones to the home manager Tammy Johnson. Ms. Edwards has never worked with Ms. Jones so she cannot report any observations she has had of Ms. Jones.

On 01/24/2023, I interviewed Resident A regarding the allegations. Resident A reported that Ms. Jones "makes rude comments," and "tries to control me." He stated, "she always has something smart to say." Resident A mentioned these concerns to the HM, but the HM "just talks to Janet and nothing else happens." Resident A stated that Ms. Jones is the HM's niece, so Ms. Jones gets away with things. Resident A did not go to Meijer on 01/10/2023 with the other residents but believes that Ms. Jones yelled at them and said mean things to them because "she always yells," and "talks down to us."

On 01/24/2023, I interviewed Resident B regarding the allegations. Resident B has lived here since 2011. He stated that "staff all do a good job," and "I have no complaints." When asked about DCS Janet Jones, Resident B stated that "Janet came from a big family, and she used to be authoritative." He was unable to elaborate. Resident B was one of the residents that went to Meijer with Ms. Jones on 01/10/2023. They went to Meijer for grooming supplies. Ms. Jones yelled at all four residents because, "they had a short amount of time to get everyone's supplies, so she was frustrated." Ms. Jones was very short with them during the shopping trip and would make comments like, "stop, don't touch that, come here." Resident B stated it has been an ongoing issue with Ms. Jones being "verbally aggressive" towards all the residents. He stated, "she doesn't yell at one specific person, she does it to all of us." Resident B stated, "she's just trying to make us better, that's why she yells and corrects us."

On 01/24/2023, I attempted to interview Resident C, but he was non-verbal. Residents D and E were at workshop during this visit.

On 01/24/2023, I received a return call from the RP. The RP reiterated the allegations and stated that at one point, the RP was walking next to the residents and one of the residents came near the RP and that's when the woman wearing scrubs said to the resident in a very aggressive manner, "watch where you're going, you almost ran that person over. Come here." The RP asked the woman if these men lived at a group home and the woman said, "Yes," and gave the RP the name of the group home being "Echols." The RP stated that the woman was demeaning to the men saying, "stop that, come here, don't touch that."

On 01/24/2023, I received a telephone call from the HM Tammy Johnson regarding the allegations. The HM stated that licensee designee Richard Echols received a telephone call from the assigned licensing consultant assigned to Echols Support Services #2 verifying which home took the residents to Meijer. After it was determined it was this home, Mr. Echols learned that it was DCS Janet Jones as Ms. Jones worked the afternoon shift from 4PM-12AM and the alleged incident occurred on 01/10/2023 around 5PM. In passing yesterday 01/23/2023, Ms. Jones informed the HM that the complaint was about her but did not go into details. Resident A, Resident B and Resident D have complained about Ms. Jones in the past being "too loud." The HM talked to Ms. Jones multiple times about lowering her tone but seems to continue speaking in a loud manner. Ms. Jones told the HM she will change her tone, but it seems the residents are still complaining about her. The HM has only had conversations with Ms. Jones about her tone and no in-service training has been provided. The HM denied that residents complained about Ms. Jones degrading them or that Ms. Jones was verbally aggressive towards them. The only complaint the HM received is about Ms. Jones being too loud. Ms. Jones continues to be on the schedule and has not changed her behavior when working with the residents as the residents continue to complain about Ms. Jones' tone.

On 01/24/2023, I interviewed the Vice President of Operations Brufus Lewis via telephone regarding the allegations. Mr. Lewis in observation has encountered Ms. Jones as being "a loud talker." One day he went to Echols Support Services #2 and one of the residents reported that Ms. Jones was yelling at them to get their attention. He observed Ms. Jones standing at the bottom of the stairs yelling extremely loud to the men to come down for dinner. Mr. Lewis suggested to Ms. Jones to use the intercom or to go upstairs to call the residents down for dinner. Mr. Lewis has never witnessed Ms. Jones speak rudely or aggressive towards any of the residents. He stated, "she's just loud." Mr. Lewis has also had conversations with Ms. Jones about her loud tone and has not provided any in-service training. He acknowledged that the HM is Ms. Jones' aunt but stated that there was no favoritism. The HM has written up Ms. Jones in the past for other issues, so he is not concerned that the HM would not take these allegations seriously about Ms. Jones. Mr. Lewis stated that the corporation will be conducting their own investigation after I have completed my investigation and informed Mr. Echols of my findings.

On 01/24/2023, Mr. Lewis emailed me a copy of January staff schedule. On 01/10/2023, DCS Janet Jones worked the afternoon shift from 4PM-12AM.

On 01/25/2023, I received a return call from DCS Janet Jones regarding the allegations. Ms. Jones has been working for this corporation for about four years. She works the afternoon shift from 4PM-12AM. On 01/10/2023, she worked the afternoon shift and took Residents B, C, D, and E to Meijer for grooming supplies. She was pushing Resident E while the other residents walked by her side. Ms. Jones denied yelling at the residents and stated, "I just speak loudly." She then said, "If they do something wrong, then I speak, but I speak in my normal voice." Ms. Jones denied saying demeaning or degrading words to the residents. She stated that Resident A and she do not get along

because she has caught Resident A smoke “weed,” and “bring liquor,” into the home. Resident A told Ms. Jones, “snitches get stiches.” Ms. Jones stated she has never threatened any of the residents and that she has been talked to several times about her voice/tone being too loud. Ms. Jones no longer calls out to the residents from the bottom of the stairs and has been going upstairs to call the men to come downstairs for dinner.

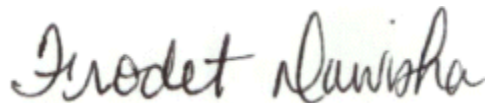
On 01/31/2023, I received a telephone call from ORR Darlita Paulding. Ms. Paulding stated she interviewed all the residents including Residents D and E and based on their responses; she will be substantiating her case against DCS Janet Jones.

On 02/01/2023, I conducted the exit conference via telephone with licensee designee Richard Echols. Mr. Echols was informed of my findings, and he did not have any questions. He stated that he will be addressing the concerns once he receives my report and will be submitting a corrective action plan.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights: (o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.
ANALYSIS:	Based on my investigation, DCS Janet Jones did not treat Residents B, C, D, and E with consideration and respect on 01/10/2023 at Meijer. Ms. Jones was observed yelling at the residents and making demeaning comments towards the residents. The residents reported that it is an ongoing issue with Ms. Jones “yelling and correcting them.”
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receiving an acceptable corrective action plan, I recommend no change to the status of the license.

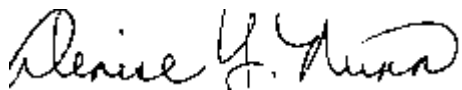


02/01/2023

Frodet Dawisha
Licensing Consultant

Date

Approved By:



02/02/2023

Denise Y. Nunn
Area Manager

Date