



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 9, 2023

Rochelle Reneker-Rothwell  
Rose Hill Center Inc  
5130 Rose Hill Blvd  
Holly, MI 48442

RE: License #: AL630007341  
Investigation #: 2023A0605011  
Kelly Community Center

Dear Ms. Reneker-Rothwell:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found. ***A previous recommendation of a 1<sup>st</sup> provisional license was made in the special investigation report #2022A0465033, dated 8/26/2022, which remains in effect.***

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 "Stephanie Gonzalez".

Stephanie Gonzalez, LCSW  
Adult Foster Care Licensing Consultant  
Bureau of Community and Health Systems  
Department of Licensing and Regulatory Affairs  
Cadillac Place, Ste 9-100  
Detroit, MI 48202  
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enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL630007341
<b>Investigation #:</b>	2023A0605011
<b>Complaint Receipt Date:</b>	12/22/2022
<b>Investigation Initiation Date:</b>	12/22/2022
<b>Report Due Date:</b>	02/20/2023
<b>Licensee Name:</b>	Rose Hill Center Inc
<b>Licensee Address:</b>	5130 Rose Hill Blvd Holly, MI 48442
<b>Licensee Telephone #:</b>	(248) 634-5530
<b>Administrator:</b>	Rochelle Reneker-Rothwell
<b>Licensee Designee:</b>	Rochelle Reneker-Rothwell
<b>Name of Facility:</b>	Kelly Community Center
<b>Facility Address:</b>	5130 Rose Hill Boulevard Holly, MI 48442
<b>Facility Telephone #:</b>	(248) 634-5530
<b>Original Issuance Date:</b>	05/11/1992
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/11/2021
<b>Expiration Date:</b>	10/10/2023
<b>Capacity:</b>	20
<b>Program Type:</b>	MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
On an unknown date, Resident A was almost physically assaulted by Resident B and direct care staff, Karen Dixon, did not properly intervene.	No

**III. METHODOLOGY**

12/22/2022	Special Investigation Intake 2023A0605011
12/22/2022	Special Investigation Initiated – Telephone AFC Licensing Consultant, Kristen Donnay, spoke to licensee designee, Rochelle Reneker-Rothwell
12/22/2022	APS Referral Adult Protective Services (APS) referral received - denied for investigation
01/13/2023	Inspection Completed On-site I completed a walk-through of the facility, reviewed Resident A's file, and interviewed Director of Clinical Services, Kelli Waite
01/18/2023	Contact - Document Received Facility documents received via email from facility
01/19/2023	Contact - Document Received Email exchange with Ms. Waite regarding this special investigation
01/19/2023	Contact - Telephone call made I spoke to Resident A, Resident C, Resident D and Resident E via telephone
01/26/2023	Contact - Telephone call made I spoke to Resident B via telephone
02/07/2023	Contact - Telephone call made I spoke to direct care staff, Jasmine Bauman via telephone
02/07/2023	Contact - Telephone call made I spoke to direct care staff, Jessica Davis via telephone

02/08/2023	Contact - Telephone call made I spoke to Resident A via telephone
02/08/2023	Contact - Telephone call made I spoke to ex-direct care staff, Karen Dixon via telephone
02/08/2023	Contact - Telephone call made I spoke to direct care staff, Robert Stallcup via telephone
02/08/2023	Exit Conference I conducted an exit conference with Rochelle Reneker-Rothwell, Licensee Designee/Administrator

**ALLEGATION:**

**On an unknown date, Resident A was almost physically assaulted by Resident B and direct care staff, Karen Dixon, did not properly intervene.**

**INVESTIGATION:**

On 12/22/2022, a complaint was received from Adult Protective Services, indicating that, on an unknown date, Resident A was almost physical assaulted by Resident B and that direct care staff, Karen Dixon, did not properly intervene. The complaint indicated that Resident A was not assaulted.

On 12/22/2023, Adult Foster Care Licensing Consultant, Kristen Donnay spoke to licensee designee/administrator, Rochelle Reneker-Rothwell via telephone to initiate this special investigation.

On 1/13/2023, I conducted an onsite investigation at the facility. At the time of my onsite investigation, there were 10 residents residing at the facility. However, Resident A was currently inpatient at the hospital and the remaining residents were at their day work-program. I reviewed Resident A's file and interviewed Director of Clinical Services, Kelli Waite.

The *Face Sheet* indicated that Resident A was admitted to the facility on 4/22/2021 and does not have a legal guardian. The *Health Care Appraisal* listed Resident A's medical diagnosis as Paranoid Schizophrenia and Autism. The *Assessment Plan for AFC Residents* stated that Resident A requires supervision in the community, has a history of self-harm behavior, independently completes self-care tasks, and does not require use of assistive devices for mobility.

The *Face Sheet* indicated that Resident B was admitted to the facility on 8/10/2022 and does not have a legal guardian. The *Health Care Appraisal* listed Resident B's medical diagnosis as Bi-Polar Mood Disorder and Anxiety. The *Assessment Plan for AFC*

*Residents* stated that Resident B requires supervision in the community, independently completes self-care tasks and does not require use of assistive devices for mobility.

On 1/19/2023 and 2/8/2023, I spoke to Resident A via telephone. Resident A stated, “A few weeks ago, staff, Ms. Dixon, was talking to Resident B and I interrupted the conversation. I thought Ms. Dixon asked me to come talk to her. When I interrupted, Resident B became upset and began to verbally attack me. Resident B said that I needed to wait my turn and I felt threatened by him. Ms. Dixon finished her conversation with Resident B and then spoke to me afterwards. But I was upset that Resident B yelled at me. Resident B did not threaten to physically harm me, and I did not get hurt by him, but I did not like the way he spoke to me. Resident B does not live here anymore. If something happens and I need help, I ask staff and they do help me. I do feel safe here, but I want to live on my own.” Resident A did not vocalize any current concerns related to his safety and protection needs.

On 1/19/2023, I spoke to Resident C via telephone. Resident C stated, “It is pretty good living here. I get to work during the week at a program and the food is really good. Staff are nice and they treat us good. Staff are not rude to us. They treat us well. And if we need help, they help us. I haven’t had any issues with other people that live here, but I have seen staff help when other roommates are not getting along. Staff do step in and help if people are arguing. I feel very safe living here.” Resident C did not vocalize any concerns related to the safety and protection being provided by the facility.

On 1/19/2023, I spoke to Resident D via telephone. Resident D stated, “I like living here. Staff here are very good at their job. They are good at helping us if we need it. If people are not getting along, staff do intervene and make sure everyone is okay. I feel safe here and I want to keep living here.” Resident D did not vocalize any concerns related to safety and protection.

On 1/19/2023, I spoke to Resident E via telephone. Resident E stated, “I am happy living here and I am very comfortable in the house. I think the staff are really helpful. I have not had any issues with my roommates. Staff do make sure we are okay and that we have the things we need to feel safe living here.” Resident E did not vocalize any concerns related to safety and protection.

On 1/26/2023, I spoke to Resident B via telephone. Resident B stated, “I remember the incident very clearly. I was speaking to staff, Ms. Dixon, and Resident A came over and interrupted us. Ms. Dixon told Resident A to wait his turn, and he kept talking. I thought it was rude of him to do that and I became frustrated. I did not yell at Resident A, but I did tell him in a stern voice that he needed to wait because I was talking to Ms. Dixon. I then finished my conversation with Ms. Dixon and then I left the room. I never threatened Resident A and I never did anything to make him think I was going to physically assault him. I think staff did a good job of intervening and making sure all residents felt safe and protected. The staff were really good at their jobs. I have no complaints. This allegation is not true.”

On 2/7/2023, I spoke to direct care staff, Jasmine Bauman via telephone. Ms. Bauman stated that she has worked at the facility for one year. Ms. Bauman stated, "We provide good care here. If I see any issues between residents, I intervene. We have been trained to intervene, redirect, and diffuse situations between residents if they occur. Staff do intervene and assist residents if they feel unsafe or there is an issue. I have not witnessed Resident A be threatened by another resident." Ms. Bauman denied knowledge of a time when staff did not ensure the safety and protection of residents.

On 2/7/2023, I spoke to direct care staff, Jessica Davis via telephone. Ms. Davies stated that she has been working at the facility for 14 years. Ms. Davies stated, "We provide care to all residents, and we ensure they are safe and protected. We are trained in de-escalation and redirection. If there is an issue between residents, we will separate them, give them space to calm down, and intervene if issues pose a safety risk for residents. I have not observed any resident threaten Resident A and I am not aware of a time when staff refused to intervene when needed."

On 2/8/2023, I spoke to ex-direct care staff, Karen Dixon via telephone. Ms. Dixon stated that she is no longer employed by the facility for reasons unrelated to this special investigation. Ms. Dixon stated, "I do recall an incident happening in December 2022, but there was no physical altercation that occurred. I was having a conversation with Resident B and Resident A interrupted and tried to talk to me. I told Resident A that once I was done speaking to Resident B, I would talk to him. Resident A became upset that he was not able to speak to me in that moment and Resident B became upset that Resident A had interrupted our conversation. Resident B then told Resident A to wait his turn and to not interrupt. This comment made Resident A upset and stated that he felt threatened. I was able to redirect Resident A and finish my conversation with Resident B. Once I was don't talking to Resident B, he left the room and then I spoke to Resident A. There was no threat of harm and I did not observe Resident A to be in danger or at risk of physical assault. I think I handled the situation appropriately. I do not believe Resident A was threatened or at risk of physical assault." Ms. Dixon denied this allegation is true.

On 1/26/2023, I spoke to direct care staff, Robert Stallcup via telephone. Mr. Stallcup stated that he has worked at the facility for fifteen years. Mr. Stallcup stated, "I have been working here a long time and I think we do a good job of keeping our residents safe. It is rare that a physical altercation happens between residents. I have never observed Resident A be threatened or physically assaulted by another resident. If there is an issue between residents, we intervene and we redirect the residents. We will separate them in different rooms and help to calm then down and address the issue. I think we as staff are very helpful and we are always monitoring residents' safety and protection needs."

On 2/8/2023, I conducted an exit conference with licensee designee/administrator, Rochelle Reneker-Rothwell. Ms. Reneker-Rothwell is in agreement with the findings of this report.

<b>APPLICABLE RULE</b>	
<b>R 400.15305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>
<b>ANALYSIS:</b>	<p>According to Resident A, direct care staff do provide supervision for safety and protection. Resident A denied being threatened or assaulted by Resident B. Resident A stated that he feels safe living at the facility and did not vocalize any current concerns related to his safety and protection needs. According to Resident B, he used a stern voice when asking Resident A to wait his turn to speak to Ms. Dixon. Resident B stated that he never threatened Resident A and did not physically assault him.</p> <p>According to Ms. Dixon, she did not observe or hear Resident B threaten Resident A. Ms. Dixon stated that she appropriately redirected Resident A and Resident B, and there was no verbal or physical altercation that occurred.</p> <p>According to Resident C, Resident D and Resident E, staff do intervene and redirect residents if there is a concern related to safety and protection. Resident C, Resident D and Resident E did not vocalize any concerns related to safety and protection.</p> <p>According to Ms. Bauman, Ms. Davies and Mr. Stallcup, if an issued related to safety and protection arises, they intervene, redirect, and diffuse situations between residents to ensure their safety and protection needs are met at all times. Ms. Bauman, Ms. Davies, and Mr. Stallcup denied knowledge of a time when staff did not ensure the safety and protection of residents.</p> <p>Based on the information above, there is not sufficient information to confirm that Ms. Dixon did not attend to Resident A's safety and protection needs on the day that he and Resident B had a verbal disagreement.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

A previous recommendation of a 1<sup>st</sup> provisional license was made in the special investigation report #2022A0465033, dated 8/26/2022, which remains in effect.

*Stephanie Gonzalez*

2/9/2023

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Stephanie Gonzalez  
Licensing Consultant

Date

Approved By:

*Denise Y. Nunn*

02/09/2023

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Denise Y. Nunn  
Area Manager

Date