



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 23, 2023

Kathryn Simpson
Progressive Lifestyles Inc
Suite 150
1370 North Oakland Blvd
Waterford, MI 48327

RE: License #: AS630408166
Investigation #: 2023A0993013
E Maple Rd

Dear Mrs. Simpson:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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, appearing to read "DaShawnda Lindsey".

DaShawnda Lindsey, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste. 9-100
Detroit, MI 48202
(248) 505-8036

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630408166
Investigation #:	2023A0993013
Complaint Receipt Date:	01/17/2023
Investigation Initiation Date:	01/17/2023
Report Due Date:	03/18/2023
Licensee Name:	Progressive Lifestyles Inc
Licensee Address:	Suite 150 1370 North Oakland Blvd Waterford, MI 48327
Licensee Telephone #:	(248) 666-1365
Administrator:	Kathryn Simpson
Licensee Designee:	Kathryn Simpson
Name of Facility:	E Maple Rd
Facility Address:	2301 E Maple Rd Milford, MI 48381
Facility Telephone #:	(248) 820-9274
Original Issuance Date:	05/10/2022
License Status:	REGULAR
Effective Date:	11/10/2022
Expiration Date:	11/09/2024
Capacity:	5
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Per an incident report dated 01/13/2023, home manager Destiny Ranbarger abused Resident A. Ms. Ranbarger was talking unkind to Resident A while she was sitting in her wheelchair trying to unbuckle herself. Ms. Ranbarger walked up to Resident A to assist with the buckle while pointing a knife at Resident A. Ms. Ranbarger hit Resident A, and Resident A cried.	No

III. METHODOLOGY

01/17/2023	Special Investigation Intake 2023A0993013
01/17/2023	Contact - Document Received Reviewed incident report (IR)
01/17/2023	Referral - Recipient Rights Forwarded allegations to recipient rights advocate Katie Garcia
01/17/2023	Special Investigation Initiated - Letter Received an email from recipient rights advocate Katie Garcia
01/17/2023	Contact - Document Sent Emailed recipient rights advocate Katie Garcia
01/19/2023	Contact - Document Received Received Resident A's crisis plan and individual plan of service (IPOS)
02/06/2023	Contact - Telephone call made Telephone call made to staff Megan Bush. Left a message.
02/08/2023	Inspection Completed On-site Conducted an unannounced onsite inspection
02/09/2023	Contact - Telephone call made Telephone call made to staff Megan Bush. Left a message. Sent a text message.
02/09/2023	Contact - Telephone call made Telephone call made to assistant manager Elizabeth Holey. Left a message.

02/09/2023	Contact - Telephone call received Telephone call received from assistant manager Elizabeth Holey
02/09/2023	Contact - Telephone call made Telephone call made to staff Manasseh Mihelcich
02/09/2023	Contact - Telephone call made Telephone call made to staff Kierstan Celcer
02/09/2023	Contact - Telephone call made Telephone call made to staff Kathryn Stewart. Left a message.
02/09/2023	Contact - Telephone call received Telephone call received from staff Kathryn Stewart
02/09/2023	Contact - Telephone call made Telephone call made to director Meaghan Hall. Left a message.
02/09/2023	Contact - Telephone call received Telephone call received from director Meaghan Hall
02/15/2023	Contact - Telephone call made Telephone call made to staff Megan Bush. Left a message. Sent a text message.
02/15/2023	Exit Conference Held with licensee designee Kathryn Simpson
02/16/2023	APS Referral Forwarded allegations to adult protective services (APS)
02/16/2023	Contact - Telephone call received Telephone call received from staff Megan Bush
02/16/2023	Exit Conference Attempted to hold updated exit conference with licensee designee Kathryn Simpson. Left a message.
02/16/2023	Exit Conference Held with licensee designee Kathryn Simpson

ALLEGATION:

Per an incident report dated 01/13/2023, home manager Destiny Ranbarger abused Resident A. Ms. Ranbarger was talking unkind to Resident A while she was sitting in her wheelchair trying to unbuckle herself. Ms. Ranbarger walked up to Resident A to assist with the buckle while pointing a knife at Resident A. Ms. Ranbarger hit Resident A, and Resident A cried.

INVESTIGATION:

On 01/17/2023, I reviewed an incident report (IR). Per the incident report, director Meaghan Hall was contacted on 01/13/2023 and informed staff Megan Bush was accusing the home manager of abusing Resident A. Ms. Bush stated the home manager was talking unkind to Resident A while she was sitting in her wheelchair trying to unbuckle herself. The home manager walked up to Resident A to assist with the buckle while pointing a knife at Resident A. Ms. Bush accused the home manager of hitting Resident A although she never witnessed it. She presumed she heard skin on skin contact while Resident A was crying. Ms. Hall stated she will conduct an internal investigation.

On 01/17/2023, I forwarded the allegations to recipient rights advocate Katie Garcia.

On 01/17/2023, I received an email from recipient rights advocate Katie Garcia. She stated she received the following allegations:

The home manager threatened Resident A with a knife after Resident A requested assistance with moving from her wheelchair. The home manager took Resident A, while in her wheelchair, down the back hall out of sight. Three to five hits to skin could be heard, and Resident A could be heard crying. The home manager then returned to the front of facility and left Resident A at the end of the hallway in the back of facility. Resident A was then made to use her feet to pull herself down the hallway while strapped to wheelchair. When Resident A reached the end of the hallway, the home manager returned to Resident A's side. She lovingly asked Resident A if she wanted to sit at the table. Resident A replied yes. The home manager then grabbed the wheelchair and forcefully pushed and released it quickly sending Resident A into the corner of the dining table. The home manager suggested that was an accident and then pulled Resident A from the corner.

On 02/08/2023, I conducted an unannounced onsite investigation. I interviewed home manager Destiny Ranbarger and staff Jessica Coombes.

Ms. Ranbarger stated she has worked in the facility for four years, but she has worked for the company for 18 years. She mainly works day shift, from 9am to 5pm. However, sometimes she works afternoon shift, from 3pm to 11pm and midnight shift, from 11pm to 7am. Ms. Ranbarger denied the allegations. She denied ever threatening Resident A with a knife or pointing one at her. She denied ever hitting Resident A. She denied forcefully pushing Resident A in her wheelchair to the table and then releasing it. She denied ever yelling at Resident A or mistreating her. Per Ms. Ranbarger, she worked with assistant home manager Elizabeth Holey and staff Megan Bush on 01/10/2023. Ms. Ranbarger stated she recalled Resident A unbuckling her buckle while crying that day. When she observed that, she asked Resident A why she was crying. Resident A stated she wanted to go to bed. Ms. Ranbarger told Resident A it was only 4pm and she had not had dinner yet. She asked Resident A if she wanted to walk. Ms. Ranbarger stated she pushed the back of Resident A's wheelchair while Resident A sat in the wheelchair and used her feet to walk down the hall. Afterwards, Ms. Ranbarger wheeled Resident A back to the front of the facility. Resident A wheeled to the table and had a snack. Resident A then went into the kitchen with Ms. Ranbarger and assistant home manager Elizabeth Holey. Resident A engaged with them as they cooked dinner. Ms. Ranbarger denied any knowledge of Resident A having marks above her buttocks on 01/10/2023 or 01/07/2023.

Ms. Coombes stated she has worked in the facility for approximately one month. She has worked with the company for almost nine years. She usually works a 24-hour shift (9am to 9a) two to three days per week. She denied ever observing or hearing about Ms. Ranbarger or any other staff yell at, hit, or mistreat Resident A or the other residents.

While at the facility, I attempted to interview Resident A with no success due to her limited cognitive abilities. I did not observe any marks or bruises, including in area above her buttocks. I also interviewed Resident B and Resident C. Resident B stated she did not have any concerns. She also stated, "I'm not hurt". Resident C described staff as nice. Sh did not have any problems or issues in the facility.

I was unable to interviewed Resident D and Resident E. Resident D was at home with her mother. Resident E was at workshop.

On 02/09/2023, I conducted a telephone interview with assistant home manager Elizabeth Holey. Ms. Holey stated she has worked in the facility for one and a half years. She mainly works afternoon and midnight shifts. Sometimes, she works day shift. Ms. Holey denied the allegations. She denied ever observing or hearing about Ms. Ranbarger or any other staff yell at, hit, or mistreat Resident A or the other residents. She denied observing marks or bruises on Resident A. Ms. Holey stated if she witnessed any of the allegations, she would report it immediately.

On 02/09/2023, I conducted a telephone interview with Manasseh Mihelcich. Ms. Mihelcich stated she has worked in the facility for almost three years. She works a 24-hour shift on two days per week as well as a 15-hour shift beginning the midnight shift on Wednesday until Thursday afternoon. She denied ever observing or hearing about Ms. Ranbarger or any other staff yell at, hit, or mistreat Resident A or the other residents.

On 02/09/2023, I conducted a telephone interview with staff Kierstan Celcer. Ms. Celcer stated she has worked in the facility since November 2022. She usually works the afternoon and midnight shifts. She denied ever observing or hearing about Ms. Ranbarger or any other staff yell at, hit, or mistreat Resident A or the other residents. Ms. Celcer stated Ms. Ranbarger goes above and beyond to take care of the residents.

On 02/09/2023, I conducted a telephone interview with staff Kathryn Stewart. Ms. Stewart stated she has worked in the facility since April 2022. She works all shifts. She denied ever observing or hearing about Ms. Ranbarger or any other staff yell at, hit, or mistreat Resident A or the other residents.

On 02/09/2023, I conducted a telephone interview with director Meaghan Hall. Ms. Hall stated Ms. Bush reached out to her regarding the allegations. That was the second time Ms. Bush reached out to her. When Ms. Bush initially reached out to Ms. Hall, Ms. Bush stated she wanted to transfer to another facility. Per Ms. Hall, Ms. Bush made it seem like it would be better if she worked at another facility than work with whomever she worked it. At that time, Ms. Bush had only worked with Ranbarger. Ms. Hall stated she discussed the allegations with other staff, and they denied allegations. In addition, the residents seem to like Ms. Ranbarger. Ms. Hall stated it seems that Ms. Bush was disgruntled and did not like Ms. Ranbarger.

On 02/09/2023, I conducted an exit conference with licensee designee Kathryn Simpson. I informed her of the findings. She agreed with the findings. Ms. Simpson stated she values Ms. Ranbarger as one of her strongest staff. She has never had concerns involving Ms. Ranbarger mistreating the residents.

On 02/16/2023, I conducted a telephone interview with staff Megan Bush. Ms. Bush stated she worked in the facility for about two to three weeks. She no longer works in the facility. Ms. Bush verified she worked in the facility on 01/10/2023 with Ms. Ranbarger and Ms. Holey. Ms. Bush stated on that day Resident A requested assistance with getting out of her wheelchair. Ms. Ranbarger asked Ms. Bush not to assist Resident A as Ms. Bush was new. Resident A continued to ask for assistance. Resident A was sitting in her wheelchair at the table. Resident A unbuckle herself. Ms. Ranbarger was washing dishes and had a knife in her hand. Ms. Ranbarger playfully threatened Resident A with the knife in her hand. Ms. Ranbarger told Resident A not to unbuckle herself. Ms. Ranbarger placed the knife on the table and buckled Resident A. Ms. Ranbarger picked the knife back up. She held the knife 1½ to 2-inches near the left

side of Resident A’s face close to her eye. Ms. Ranbarger told Resident A not to remove the seatbelt. Ms. Bush stated she was stunned at what she witnessed.

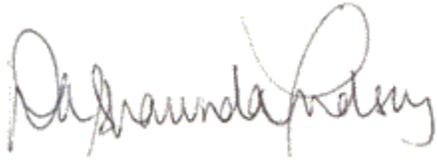
Ms. Ranbarger returned to the kitchen and stated Resident A was being a “smart a\$\$”. Resident A laughed while sitting at the dining table. Ms. Ranbarger left out of the kitchen very quickly, grabbed Resident A’s wheelchair and took her to the end of the hallway. Ms. Holey stated Ms. Ranbarger was going to have Resident A walk back down the hall while in her wheelchair. Ms. Ranbarger stated she was grounding Resident A. At this point, Resident A was out of Ms. Bush’s sight. However, Ms. Bush stated she heard something hitting skin three to five times. Resident A began crying. Ms. Bush stated she heard Ms. Ranbarger say to Resident A, “are you crying because I grounded you?” Resident A replied, “no”. Ms. Ranbarger left Resident A down the hall and returned to the kitchen. Resident A pulled herself back down the hall in her wheelchair until she was about 10 to 15 feet from the dining table. Ms. Ranbarger grabbed Resident A’s wheelchair and asked Resident A “nicely” if she wanted to sit at the dining table. Ms. Ranbarger launched Resident A to the table and then pulled her back. Ms. Holey stated it happened because the floor was slanted. Ms. Bush stated later that day, Ms. Ranbarger called her into the bathroom and showed her red marks near Resident A’s buttocks. Ms. Ranbarger stated the marks had occurred a couple days prior. Ms. Bush stated she did not take pictures of the marks.

On 02/16/2023, I conducted an updated exit conference with licensee designee Kathryn Simpson. I informed her there was no change in the department’s recommendation.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(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.
ANALYSIS:	Ms. Ranbarger and Ms. Holey denied the allegations. All other staff, except Ms. Bush, denied ever observing or hearing about Ms. Ranbarger or any other staff yell at, hit, or mistreat Resident A or the other residents. During an unannounced onsite investigation on 02/08/2023, I did not observe any marks or bruises on Resident A, including in the area above her buttocks.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend that the special investigation be closed with no change to the status of the license.

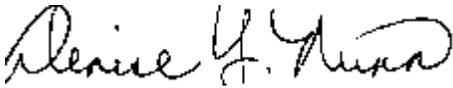


02/22/2023

DaShawnda Lindsey
Licensing Consultant

Date

Approved By:



02/23/2023

Denise Y. Nunn
Area Manager

Date