GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 10, 2023

Stephanie Riley
Valley Residential Serv Inc.
P O Box 186
St Charles, MI 486550186

RE: License #:	AS060275479
Investigation #:	2023A0123027
	Elm Home

Dear Ms. Riley:

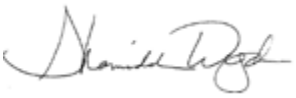
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 (517) 643-7960.

Sincerely,



Shamidah Wyden, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48607
989-395-6853

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS060275479
Investigation #:	2023A0123027
Complaint Receipt Date:	02/22/2023
Investigation Initiation Date:	02/22/2023
Report Due Date:	04/23/2023
Licensee Name:	Valley Residential Serv Inc.
Licensee Address:	300 S Saginaw St. Charles, MI 48655
Licensee Telephone #:	(231) 580-5204
Administrator:	Rachel Harmony
Licensee Designee:	Stephanie Riley
Name of Facility:	Elm Home
Facility Address:	141 Almont Street Standish, MI 48658
Facility Telephone #:	(989) 846-9700
Original Issuance Date:	07/25/2005
License Status:	REGULAR
Effective Date:	03/19/2022
Expiration Date:	03/18/2024
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 01/31/2023, Resident A was observed walking down the road. He had difficulty speaking, shuffled his feet, and his hands were bright red from the cold. Resident A was escorted back to Elm Home by a neighbor. As they approached Elm Home, Resident A was asked if he lived at the facility, and he said no. They knocked at the door, staff at the facility opened the door, looked surprised, and let Resident A back in the home.	Yes

III. METHODOLOGY

02/22/2023	Special Investigation Intake 2023A0123027
02/22/2023	Special Investigation Initiated - Telephone I spoke with APS worker Tina Thompson via phone.
02/22/2023	Contact - Telephone call made I spoke with Complainant 1 via phone.
02/22/2023	Contact - Telephone call made I left a voicemail requesting a return call from Witness 1.
02/22/2023	APS Referral Information received regarding APS referral.
03/02/2023	Inspection Completed On-site I conducted an unannounced on-site at the facility.
03/06/2023	Contact - Telephone call received I received a call from staff Rachel Harmony. I also interviewed staff Julie Rodgers.
03/07/2023	Contact - Telephone call made I left a voicemail requesting a return call from Resident A's case manager.
03/07/2023	Contact - Telephone call made I interviewed staff Morgan Mell via phone.
03/08/2023	Contact- Telephone call received. I spoke with Witness 1 via phone.

03/10/2023	Contact- Telephone received I spoke with Resident A's case manager via phone.
03/10/2023	Exit Conference I spoke with the licensee designee via phone.

ALLEGATION: On 01/31/2023, Resident A was observed walking down the road. He had difficulty speaking, shuffled his feet, and his hands were bright red from the cold. Resident A was escorted back to Elm Home by a neighbor. As they approached Elm Home, Resident A was asked if he lived at the facility, and he said no. They knocked at the door, staff at the facility opened the door, looked surprised, and let Resident A back in the home.

INVESTIGATION: An incident report signed on 02/02/2023, by administrator Rachel Harmony was received via fax. The date of the incident is 01/31/2023. The incident report states that Resident A had grabbed his coat to take the trash out. Staff Morgan Mell saw him grab his coat. The facility's cans were at the road and blocked by vehicles, so Resident A walked through the yard toward the road. The neighbor brought him back. Staff checked him over and he stated that he was okay. The corrective measures are noted to be "*Because he enjoys taking trash outside, staff will walk with him at all times when he does or ask another staff member to assist him*."

On 02/22/2023, I spoke with adult protective services worker Tina Thompson via phone. She stated that Resident A goes outside to take the trash out, which is his chore and something he likes to do. A staff person's car was parked and blocking the facility's trash cane, so Resident A walked out to the road to put the trash in a neighbor's trash can. She stated that Resident A was at the trash can next door within line of sight.

On 02/22/2022, I interviewed Complainant 1 via phone. Complainant 1 stated that Resident A was observed in the street. A neighbor walked with him to the facility. Resident A was asked his name and if he lived at Elm Home, and Resident A said no. It took staff about a minute to answer the door. The staff person who answered the door, eyes widened, and they asked Resident A "What are you doing out here?" Complainant 1 stated that Resident A was dressed in a house coat, and shoes that were not good for wearing in the snow. Resident A did not appear to be warm. Complainant 1 stated that they were notified that Resident A was in the road at 4:06 pm, and Resident A was returned to the facility at 4:22 pm.

On 03/02/2023, I conducted an unannounced on-site visit at the facility. I made a face to face with Resident A. I attempted to interview Resident A, but it was difficult to understand his responses. He appeared to mumble and use hand gestures. I observed him shuffling his feet as he walked. He appeared clean and appropriately dressed.

During this on-site, I obtained photocopies of Resident A's *Assessment Plan for AFC Residents* dated 11/29/2022, his Bay Arenac Behavioral Health *Plan of Service (*dated 08/18/2022*)*, and his *Health Care Appraisal* dated 08/16/2022. Resident A does not have a guardian. His assessment plan is checked yes for *Moves Independently in the Community,* but additional notes states "*for safety reasons, staff will assist in the community*." It also states that he is alert to surroundings, "*but can benefit from verbal prompts.*" Taking the trash out is noted in his assessment plan as a household chore. His Health Care Appraisal states that he is diagnosed with Down Syndrome and has limited mental abilities due to Down Syndrome. It also states that he is susceptible to extreme cold/heat. Resident A's *Plan of Service* notes that Resident A shuffles his feet, is a fall risk, and experiences forgetfulness.

On 03/06/2023, I received a phone call from home manager and administrator Rachel Harmony. She stated that staff Morgan Mell saw Resident A grab his coat and go outside. It was trash day, and the cans were at the street. Staff Harmony stated that she did not see Resident A leave, and Staff Mell stated that he was outside no longer than about 10 minutes. She stated that there were quite a few cars in the driveway, so she thinks when he went out of the garage door, he took the trash across the street. She stated that a neighbor brought him back.

On 03/06/2023, after I interviewed Staff Harmony, I interviewed staff Julie Rodgers, assistant home manager. She stated that Resident A got his coat on and went outside. She stated that her truck was blocking their trash can, and Resident A saw the neighbor's trash can across the street. She stated that Resident A likes to take the trash out, and shovel snow. He is very independent, and good about putting on his hat and coat. She stated that Resident A was outside for about five to seven minutes, as he takes his time with everything.

On 03/07/2023, I interviewed staff Morgan Mell via phone. Staff Mell stated that Resident A was outside. She saw him in the home beforehand walking with the trash bag. She stated that while outside, he got confused, and a neighbor brought him back. She stated that Resident A was dressed properly but she does not recall what he was wearing.

On 03/07/2023, I conducted an online search for weather history for Standish, MI. According to Accuweather.com, the highest temperature for 01/31/2023 was 17 degrees. The low was negative eight degrees. Weather.gov notes the weather for 01/31/2023 to be a high of 19 degrees, and a low of negative nine degrees.

On 03/07/2023, I spoke with Witness 1 via phone. Witness 1 stated that they observed Resident A taking the garbage outside, then saw him go back in the house. Witness 1 stated that they then saw that Resident A had walked down the street. Resident A was observed wearing what appeared to be a hoodie. Resident A was (initially) on the left side of the home by the garage with the trash bags by himself. He did put the two trash bags in the facility's trash cans one by one (put one bag down and did two trips). Witness 1 stated that after that Resident A ended up

walking up the street. Witness 1 stated that they heard Resident A had been knocking on neighbor's doors.

On 03/10/2023, I spoke with Jennifer DeShano, Resident A's case manager from Bay Arenac Behavioral Health. She stated that Resident A is a new client, and she did not write his Plan of Service. She stated that they will be having a meeting to discuss his safety and possible behavioral treatment plan/restrictions. She stated that Resident A needs line of sight supervision and should have a staff with him while he is in the community.

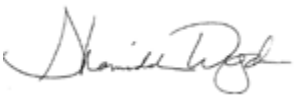
APPLICABLE RULE	
R 400.14305	**Resident protection.**
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	An incident report dated for 02/02/2023 states that Resident A went outside to take the trash out, and a neighbor brought him back to the home. Complainant 1 stated that Resident A reported that he did not live at the facility, he was not dressed appropriately for the weather, and he did not appear to be warm. On 03/02/2023, an attempt was made to interview Resident A. It was difficult understanding his verbal responses. He was observed shuffling as he walked. Resident A's *Assessment Plan for AFC Residents*, *Plan of Service*, and *Health Care Appraisal* were reviewed. His assessment plan indicates that staff will assist in the community for safety reasons. His Health Care Appraisal notes that he is susceptible to extreme cold/heat, and his Plan of Service also notes that he is a fall risk and experiences forgetfulness. Weather reports for that day were documented to be between 17- and 19-degrees Fahrenheit. Staff Harmony, Staff Mell, and Staff Rodgers were interviewed. They all reported that Resident A went outside to take the trash out and was brought back home by a neighbor. Witness 1 reported that they saw Resident A walking up the road.

	Case manager Jennifer DeShano reported that Resident A needs to have line of sight supervision. There is a preponderance of evidence to substantiate a rule violation.
CONCLUSION:	**VIOLATION ESTABLISHED**

On 03/10/2023, I conducted an exit conference with licensee designee Stephanie Riley via phone. I informed her of the findings and conclusion.

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend continuation of the AFC small group home license (capacity 1-6).



03/10/2023

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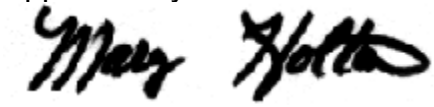
Shamidah Wyden Date
Licensing Consultant

Approved By:



03/10/2023

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Mary E. Holton Date
Area Manager