



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 22, 2023

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

RE: License #: AS250385494
Investigation #: 2023A0779035
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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Christopher A. Holvey".

Christopher Holvey, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 899-5659

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

License #:	AS250385494
Investigation #:	2023A0779035
Complaint Receipt Date:	03/31/2023
Investigation Initiation Date:	04/03/2023
Report Due Date:	05/30/2023
Licensee Name:	Central State Community Services, Inc.
Licensee Address:	Suite 201 2603 W Wackerly Rd Midland, MI 48640
Licensee Telephone #:	(989) 631-6691
Administrator:	Regina Wheaton
Licensee Designee:	Paula Barnes
Name of Facility:	Wilson Road Home
Facility Address:	6359 W Wilson, Clio, MI 48420-8420
Facility Telephone #:	(810) 687-0202
Original Issuance Date:	05/02/2017
License Status:	REGULAR
Effective Date:	11/02/2021
Expiration Date:	11/01/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Home manager Tamika Phifer was challenging Resident A to a fight and threatened to physically harm Resident A.	Yes

III. METHODOLOGY

03/31/2023	Special Investigation Intake 2023A0779035
04/03/2023	Special Investigation Initiated - Telephone Spoke to recipient rights investigator, Matt Potts.
04/03/2023	Inspection Completed On-site
04/04/2023	APS Referral Complaint was referred to APS centralized intake.
04/11/2023	Contact - Telephone call made Spoke to administrator, Regina Wheaton.
04/11/2023	Contact - Telephone call made Spoke to staff person, Tamika Phifer.
04/19/2023	Contact - Document Received Received report from ORR.
05/15/2023	Exit Conference Held with licensee designee, Paula Barnes.

ALLEGATION:

Home manager Tamika Phifer was challenging Resident A to a fight and threatened to physically harm Resident A.

INVESTIGATION:

On 4/3/23, a phone conversation took place with recipient rights investigator, Matt Potts, who confirmed that he is investigating the same allegations. He stated that Resident A claims that home manager, Tamika Phifer, was repeatedly challenging him to fight her, threatened to "beat his ass," and said to him "your mama." Mr. Potts stated that he also spoke to Resident B, who told him that he heard Ms. Phifer sounding like she

wanted to fight Resident A and definitely say that she was going to “beat his ass”. Mr. Potts reported that he interviewed staff person, Phillip Parrish, who told him that he heard Ms. Phifer say to Resident A “if your gonna swing, swing on me” and “your momma.”

On 4/3/23, an on-site inspection was conducted, and Resident A was interviewed. Resident A stated that Ms. Phifer kept trying to get him to fight her by getting in his personal space and saying things like “what’s up” and “let’s go.” He stated that he told Ms. Phifer that he does not fight women and that she said to him “I don’t give a fuck, I’ll beat your little ass.” Resident A claims that Ms. Phifer would not stop talking to him and trying to get him to fight her and at one point said “your mama” to him. Resident A said that he took that as an insult and admits that he tried to hit her with a broom, but that staff person, Phillip Parrish, stepped in and stopped him from doing it. He reported that Resident B was there and witnessed Ms. Phifer saying those things.

On 4/3/23, Resident B confirmed that he heard Resident A and Ms. Phifer having verbal conflicts. He said that it happens a lot. Although he could not remember the exact words that Ms. Phifer used, he stated that it seemed like Ms. Phifer was challenging Resident A and wanted to fight him. Resident B reported that he heard Ms. Phifer tell Resident A that she was going to “beat his ass.” Resident B stated that he did not hear Ms. Phifer to say “your mama” to Resident A.

On 4/4/23, staff person, Phillip Parrish, stated that he was not around when the conflict between Ms. Phifer and Resident A started and that when he got to work that day, Ms. Phifer was telling him that she got into it with Resident A about him playing his music too loud and refusing to turn it down. Mr. Parrish stated that it is normal for Resident A to play his music loud when something is bothering him. He stated that both Resident A and Ms. Phifer were very upset with each other. Mr. Parrish reported that Resident A tried to hit Ms. Phifer with a broom but he stepped in between them and stopped him from doing it. Mr. Parrish stated that at that time, Ms. Phifer was saying things to Resident A like, “I want you too” and “swing on me,” like she was challenging Resident A to hit her. Mr. Parrish stated that he heard Ms. Phifer say something about Resident A’s mama, but that he was not sure it was said in a negative way.

On 4/11/23, a phone conversation took place with administrator, Regina Wheaton. She stated that Resident A called her very upset and was saying that Ms. Phifer wouldn’t leave him alone about turning his music down. Ms. Wheaton stated that Resident A did not mention anything about Ms. Phifer threatening him or cussing at him. She stated that Ms. Phifer was put on suspension pending further investigation into this matter.

On 4/11/23, a phone interview was conducted with home manager, Tamika Phifer. She stated that Resident A has not been doing well recently, that he was blasting his music and the other residents were complaining. She claims that she asked Resident A several times to turn down his music, but that he ignored her, cussed at her, and refused to turn it down. Ms. Phifer confirmed that Resident A tried to hit her with a broom and that Mr. Parrish stopped him. Ms. Phifer denied that she ever made any

threats to Resident A. She stated that she never cussed at him and did not say “your mama” to Resident A. Ms. Phifer claims that Resident A was the one cussing at her and challenging her to fight, so she had to leave the home.

On 4/19/23, a summary report was received from recipient rights investigator, Matt Potts. The report stated that as a result of his investigation, he was able to substantiate that Resident A was subjected to a lack of dignity and respect, threats of harm and verbal abuse by home manager, Ms. Phifer.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(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:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p>
ANALYSIS:	<p>Resident A stated that home manager, Tamika Phifer, repeatedly challenged him to fight her and insulted him by saying to him “your mama.” Resident B confirmed that he heard Ms. Phifer say things that gave him the impression that she was challenging Resident A and wanted to fight him. Staff person, Phillip Parrish, reported that he heard Ms. Phifer saying things that were encouraging Resident A to hit her with a broom and confirmed that Ms. Phifer said “your mama” to Resident A. There was sufficient evidence found to prove that Ms. Phifer did not treat Resident A with consideration and respect when she was saying things to instigate or encourage a physical altercation with him and insult him.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of

	<p>the licensee, employees, or any person who lives in the home shall not do any of the following:</p> <p>(f) Subject a resident to any of the following:</p> <p>(i) Mental or emotional cruelty.</p> <p>(ii) Verbal abuse.</p> <p>(iii) Derogatory remarks about the resident or members of his or her family.</p> <p>(iv) Threats.</p>
ANALYSIS:	<p>Resident A claims that home manager, Tameka Phifer, not only cussed at him, but threatened him by saying "I will beat your little ass." Resident B confirmed that he heard Ms. Phifer threaten and cuss at Resident A. A report from recipient rights investigator, Matt Potts, confirms that he found enough evidence during his investigation to substantiate that Ms. Phifer subjected Resident A to verbal abuse and threats of physical harm. There was sufficient evidence found to prove that Resident A was physically threatened and verbally abused by Ms. Phifer.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 5/15/23, an exit conference was held with licensee designee, Paula Barnes. She was informed of the outcome of this investigation and that a written corrective action plan is required to address the above stated licensing rule violations.

IV. RECOMMENDATION

Upon receipt of a written corrective action plan, it is recommended that the status of this home's license remain unchanged.

Christopher A. Holvey

5/22/2023

 Christopher Holvey
 Licensing Consultant

 Date

Approved By:

Mary Holton

5/22/2023

 Mary E. Holton
 Area Manager

 Date