



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

September 15, 2023

James Boyd
Crisis Center Inc - DBA Listening Ear
PO Box 800
Mt Pleasant, MI 48804-0800

RE: License #: AS370084055
Investigation #: 2023A0783026
Broadway Home

Dear Mr. Boyd:

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) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Leslie Herrguth".

Leslie Herrguth, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 256-2181

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS370084055
Investigation #:	2023A0783026
Complaint Receipt Date:	08/15/2023
Investigation Initiation Date:	08/15/2023
Report Due Date:	10/14/2023
Licensee Name:	Crisis Center Inc - DBA Listening Ear
Licensee Address:	107 East Illinois Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 773-6904
Administrator:	Jenny Jacobs
Licensee Designee:	James Boyd
Name of Facility:	Broadway Home
Facility Address:	1710 E. Broadway Mt. Pleasant, MI 48858
Facility Telephone #:	(989) 773-3329
Original Issuance Date:	04/12/1999
License Status:	REGULAR
Effective Date:	10/22/2021
Expiration Date:	10/21/2023
Capacity:	4
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Angelica Konkol provided hand – over – hand assistance to Resident A in the shower when Resident A is to shower independently.	Yes
Direct care staff member Angelica Konkol made Resident C, who toilets independently, sit on the toilet for 35 minutes to force a bowel movement.	No
Direct care staff member Angelica Konkol showed Resident B photos of a naked boy on her personal cell phone.	Yes
Direct care staff member Angelica Konkol put a bag of adult briefs behind Resident C to fix her posture.	Yes

III. METHODOLOGY

08/15/2023	Special Investigation Intake - 2023A0783026
08/15/2023	Special Investigation Initiated – Letter - Written email message from assigned licensing consultant Jennifer Browning
08/16/2023	Contact - Telephone call made to Office of Recipient Rights investigator Katie Hohnor, unsuccessful
08/16/2023	Contact - Telephone call made to direct care staff member Natasha Lytle
08/18/2023	Contact - Telephone call made to direct care staff members Kimberly Jones, Angelica Konkol, Debra Smith, and Emily Dowd
09/11/2023	Inspection Completed On-site by Licensing Consultant Jennifer Browning
09/11/2023	Contact - Face to Face interviews with Resident A, Resident B, and Resident C
09/11/2023	Contact - Document Received - Written resident records for Resident A, Resident B, and Resident C
09/14/2023	Contact - Document Received - Written police report

09/14/2023	Contact - Document Received - Written progress notes
09/14/2023	Contact - Telephone call made to facility administrator Jenny Jacobs
09/14/2023	APS Referral
09/15/2023	Exit Conference with Jenny Jacobs

ALLEGATION: Direct care staff member Angelica Konkel provided hand – over – hand assistance to Resident A in the shower when Resident A is to shower independently.

INVESTIGATION:

On August 15, 2023 I received a complaint via email from a Complainant that stated on Saturday August 5, Resident A stated direct care staff member Angelica Konkel stayed with her while she was in the shower the entire time during wash up and Resident A is to shower independently. The written complaint stated when questioned about it Ms. Konkel said she was training Resident A to wash her “package.” The written complaint stated in the written notes Ms. Konkel stated she was teaching Resident A how to wash herself properly. The written complaint stated Resident A does not need help and should not be touched in private areas for wash up by employees. The written complaint stated Ms. Konkel represented to staff member Kim that she touched Resident A during wash up. The written complaint stated the matter was reported to adult protective services and the local police.

On August 16, 2023 I spoke to assistant program director Natasha Lytle who stated Resident A told her direct care staff member Angelica Konkel touched her “private area” and that she was not assisting her with washing, she just touched her “private area.” Ms. Lytle said Resident A was very upset at the time, so she changed the subject to a more positive topic and Resident A did not specify which part of her “private area” was touched. Ms. Lytle said Resident A did say that it happened during shower time. Ms. Lytle said she made a report to the Office of Recipient Rights and Jenny Jacobs.

On August 18, 2023 I spoke to direct care staff member Kimberly Jones who stated she trained direct care staff member Angelica Konkel for six days and expressly explained to her that direct care staff members do not stay in the bathroom with Resident A while she showers and do not wash her body for her, Resident A does that independently. Ms. Jones stated staff members are to start the shower for Resident A, put the soap on the washcloth, and leave the bathroom. Ms. Jones stated Ms. Konkel observed staff members assist Resident A with at least two showers before she was expected to assist her with one on her own. Ms. Jones said

on August 9, 2023 Ms. Konkel stayed in the bathroom with Resident A the entire time she was in the shower. Ms. Jones said on that day she knocked on the door and opened the bathroom door and observed Resident A naked in the bathroom and Ms. Konkel was in there with Resident A. Ms. Jones said at that time she explained to Ms. Konkel that staff members do not stay in the bathroom while Resident A takes a shower and Ms. Konkel stated, "I know that, but [Resident A] needed my help." Ms. Jones said Ms. Konkel did not say with what Resident A needed help. Ms. Jones stated she read Ms. Konkel's written progress notes which stated that she was assisting Resident A hand – over – hand with washing her "package" and/or her "private area."

On August 18, 2023 I spoke to direct care staff member Angelica Konkel who stated there is "confusion" among staff members between shifts about whether staff members are supposed to leave Resident A alone in the bathroom during her shower or stay in the room with her. Ms. Konkel denied that she was initially trained to leave Resident A alone in the bathroom to shower and stated it was "a few weeks" before she was directed to leave Resident A alone in the bathroom during her shower. Ms. Konkel said Resident A was comfortable with her and wanted her to stay in the bathroom with her during her shower. Ms. Konkel said she has used hand – over – hand assistance to wash Resident A's face and other parts of her body but never her vagina. Ms. Konkel said she had a verbal discussion with Resident A about how she should wash her vagina because it is "self-evident" that Resident A has chronic urinary tract infections (UTI) even though she is not on any medication nor special protocol for UTI.

On September 11, 2023, licensing consultant Jennifer Browning interviewed Resident A who was only comfortable being interviewed if the home manager, Emily Dowd was also present. She stated direct care staff members help her with cooking, but she can dress herself, toilet herself, and can take baths or showers by herself. Resident A said she felt uncomfortable when a direct care staff member named Angie came into the bathroom while she was showering and stayed in there the whole time. Resident A said she asked her to leave the room several times, but she stayed in there and this happened more than one time. Resident A stated when Angie was in the bathroom, she helped her wash her private area which she did not need help with. Resident A could not explain how she was helping her but stated she did not need help and she wanted her to leave the bathroom because it made her uncomfortable. Resident A stated when she was helping her, direct care staff member Angie Konkel made a comment about her needing assistance.

On August 18, 2023 I spoke to direct care staff member Debra Smith who stated Resident A requires assistance from staff members in the shower by prompting her to wash her face and armpits only. Ms. Smith stated other than verbal prompting Resident A showers completely independently. Ms. Smith stated staff members leave the bathroom when Resident A is in the shower according to her service plan. Ms. Smith denied any direct knowledge about the allegation concerning direct care staff member Angelica Konkel.

On August 18, 2023 I spoke to direct care staff member and home manager Emily Dowd who stated staff members assist Resident A in the shower by setting the temperature and giving her verbal prompts to wash from top to bottom. Ms. Dowd said Resident A showers independently and staff members do not stay in the bathroom with her according to her plan of service. Ms. Dowd said Resident A told her that direct care staff member Angelica Konkel “touched her” and “she didn’t like it” and “she didn’t like [Ms. Konkel] in the shower with her” but denied any other direct knowledge of the allegation.

On September 14, 2023 I received a copy of the written police report from the Mt. Pleasant Police Department that stated, “On 08/11/2023 at approximately 8:41 p.m., I (Officer JOHNS) responded to a Criminal Sexual Conduct (CSC) incident involving victim [Resident A] and staff member and offender Angelica Konkel. I also spoke with other staff members in regard to this incident, including Kimberly Jones, Debra Smith, and Joshua Caswell. I first made contact with Kimberly Jones via telephone. She stated she was working with Angelica Konkel when she learned that Ms. Konkel was using a hand-over-hand procedure to wash [Resident A’s] private parts. Ms. Jones stated that was not part of Listening Ear’s policy, rules, regulations, or procedures when caring for [Resident A]. Ms. Jones also stated she was aware of other incidents where Ms. Konkel would stay within the bathroom when [Resident A] was taking a shower. Ms. Jones informed me that Ms. Konkel had been advised not to do that multiple times. Ms. Jones stated that there were daily task notes that Ms. Konkel had filled out which stated that she did a hand-over-hand procedure to wash [Resident A’s] private parts. Ms. Jones advised that management ordered Ms. Konkel to leave the premises and go back to her house pending investigation. Debra Smith stated that she was requested to go to Listening Ear’s residence at 1710 East Broadway to relieve Ms. Konkel from the residence. Ms. Smith stated that she does not know the exact details but is aware of Ms. Konkel’s report where she wrote down that she did a hand-over-hand technique to wash [Resident A’s] private parts. Ms. Smith stated that the only time she had contact with Ms. Konkel was when she went to relieve her. I made contact with Joshua Caswell via telephone. Mr. Caswell stated he was aware of the situation and was able to provide information about the policy and procedures, as well as about Ms. Konkel. Mr. Caswell informed me that the policy and procedures / staff requirements are located at 1710 East Broadway Street and would be readily available to me. Mr. Caswell stated that Ms. Konkel has been suspended pending investigation. The safety plan for [Resident A] and the other residents, as well as the staff members at 1710 East Broadway, states that Ms. Konkel has been advised that she cannot have contact with anyone at 1710 East Broadway (staff and residents) pending investigation. The rotating staff members have been advised and know that Ms. Konkel is not allowed on the premises or to have contact with them. I initially contacted Ms. Konkel via telephone. She stated she lives just outside of the city and that she would prefer contact at her residence as she has a child at home. I spoke with Ms. Konkel outside of her residence and she started talking about a situation where she believed that a staff member (Kimberly Jones) was bullying the residents and that she tried to report it to

management. I advised Ms. Konkel that I was there about her bathroom procedures when taking care of [Resident A]. Ms. Konkel stated that she has helped [Resident A] a little over 50% of the time with her bathroom duties in cleaning her private parts. Ms. Konkel stated that she did that because [Resident A] requested help. Ms. Konkel stated she used a hand-over-hand technique and cleaned [Resident A's] private area. Ms. Konkel stated that she felt that there was a lack of training regarding her tasks. Ms. Konkel stated that she was not exactly sure how to take care of the residents, as some of the instructions were not clear. It should be noted that the daily tasks for each resident are on a sheet that the staff members have to sign. Ms. Konkel was aware of paperwork that she signed but was unsure what the daily tasks were for each resident. It should be noted that [Resident A's] mental state, per Listening Ear, was that she was independent enough to wash her body with little instruction. During my observations, I could see that [Resident A] had a childlike mental state. [Resident A] stated that she recalled Ms. Konkel using a washcloth to clean her private parts. [Resident A] stated that it only occurred one time, and that Ms. Konkel used a hand-over-hand technique. [Resident A] also stated that Ms. Konkel would stay in the bathroom while she showered, and she thought that was strange. There were no injuries to report. STATUS: Open, pending investigation.”

On September 14, 2023 I received and reviewed all written progress notes from direct care staff member Angelica Konkel and noted that on August 9, 2023 Ms. Konkel wrote, “am doing hand over hand to assist her as needed, encouraging her to sit and wash privates.” I also noted that on August 4, 2023 and August 5, 2023 Ms. Konkel documented that she “monitored” Resident A in the shower.

On September 14, 2023 I spoke to administrator Jenny Jacobs who stated direct care staff member Angelica Konkel was transferred to another facility owned by the licensee and she is not allowed to work alone nor with residents who are nonverbal.

On September 11, 2023 I received and reviewed Resident A’s written *Assessment Plan for AFC Residents* dated April 4, 2023. According to the written assessment plan Resident A requires “reminders to wash her body and hair and brush her teeth. May need help washing her hair behind the ears, back of head and rinsing.”

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident’s written assessment plan.

ANALYSIS:	Based on statements from Resident A, Ms. Lytle, Ms. Jones, Ms. Jacobs, Ms. Dowd, Ms. Konkel and written documentation at the facility as well as the written police report I determined that Ms. Konkel provided hands – on assistance to Resident A in the shower which is contrary to her resident assessment plan which indicated she requires reminders only and no hands – on assistance in the shower. Resident A was very clear that the hands – on assistance made her uncomfortable and there is an open criminal investigation pending the physical touch as it was on Resident A’s vagina.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Direct care staff member Angelica Konkel made Resident C, who toilets independently sit on the toilet for 35 minutes to force a bowel movement.

INVESTIGATION:

On August 15, 2023 I received a complaint via email from a Complainant that stated Resident C who uses the toilet independently was made to sit on the toilet by direct care staff member Angelica Konkel to try to force a bowel movement and Resident C was on the toilet for approximately 35 minutes.

On August 16, 2023 I spoke to assistant program director Natasha Lytle who said Resident C toilets independently and she noticed in her written progress notes that Ms. Konkel mentioned “she had [Resident C] sit on the toilet.” Ms. Lytle said she addressed this issue with Ms. Konkel because Resident C toilets independently.

On August 18, 2023 I spoke to direct care staff member Kimberly Jones who stated on an unknown date when she was working with direct care staff member Angelica Konkel she noted that Resident C, who toilets independently was in the bathroom for “so long” with Ms. Konkel that she decided to knock on the door to check on Resident C. Ms. Jones said at that time Ms. Konkel informed her that Resident C “needed to have a BM” and “continued to have [Resident C] sit on the toilet for 45 minutes.” Ms. Jones said Resident C had already had a large bowel movement earlier that day and she informed Ms. Konkel of that. Ms. Jones said staff members are not to stay in the bathroom with Resident C while she uses the bathroom according to her plan of service and Resident C is never in the bathroom for 45 minutes.

On August 18, 2023 I spoke to direct care staff member Angelica Konkel who said Resident C toilets independently and denied that she has ever gone into the bathroom with her when she has been in there to have a bowel movement. Ms. Konkel denied that there was ever an occasion where she prompted Resident C to sit on the toilet for 45 minutes.

On September 11, 2023 licensing consultant Jennifer Browning interviewed Resident C who stated she did not remember a direct care staff member named Angie who worked at the home. Resident C said the direct care staff members help her with a lot of tasks like her exercises and cooking, but she can get dressed on her own. Resident C stated the direct care staff members help her with all her toileting needs and sometimes she is forced to sit on the toilet. Resident C could not remember when this occurred but one time she was forced to stay on the toilet for a long time because she “wet herself pretty bad and had a good size BM” so they had to help her get cleaned up. Resident C denied that she ever felt like the direct care staff members were helping her more than she needed with toileting.

On August 18, 2023 I spoke to direct care staff members Debra Smith and Emily Dowd who denied any knowledge that Ms. Konkol ever forced Resident C to sit on the toilet for 45 minutes.

On September 14, 2023 I received all written progress notes completed by direct care staff member Angelica Konkol and did not note anything that indicated Ms. Konkol prompted Resident C to sit on the toilet at all.

On September 11, 2023 I received Resident C’s written *Assessment Plan for AFC Residents* dated February 1, 2023. According to the written assessment plan Resident C requires verbal prompting to “wipe appropriately” with toileting and no further staff assistance.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	Based on statements from Complainant, Ms. Lytle, Ms. Jones, Ms. Konkol, Resident C, Ms. Smith, Ms. Dowd, and written documentation at the facility there is lack of evidence to prove that Ms. Konkol neglected to follow Resident C’s written assessment plan nor that she forced her to sit on the toilet for 45 minutes.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Direct care staff member Angelica Konkel showed Resident B photos of a naked boy on her personal cell phone.

INVESTIGATION:

On August 15, 2023 I received a complaint via email from Complainant that stated that everyday Ms. Konkel gets her personal cell phone out to look at photos and share them with Resident B. The written complaint stated on August 11, 2023 direct care staff member Angelica Konkel was with Resident B looking at photos and direct care staff member Kim overhead her say "or don't worry about that he's just naked, we are always naked." When Complainant questioned Resident B about what was seen or what the comment was about Resident B said it was a naked boy.

On August 16, 2023 I spoke to assistant program director Natasha Lytle who stated Resident B told her that direct care staff member Angelica Konkel showed her photos of a naked man and woman on her personal cell phone. Ms. Lytle said Resident B never said she saw photos of a naked boy. Ms. Lytle said other direct care staff members have complained about Ms. Konkel having her cell phone out during work.

On August 18, 2023 I spoke to direct care staff member Kimberly Jones who stated every time she worked with direct care staff member Angelica Konkel she sat with Resident B and showed her photos on her personal cell phone. Ms. Jones stated on an unknown date she heard Ms. Konkel say, "It's just naked pictures, it's no big deal, it's natural, my daughter likes to be naked and so do I." Ms. Jones said after that she asked Resident B what was in the photo and Resident B told her it was a naked boy.

On August 18, 2023 I spoke to direct care staff member Angelica Konkel who stated she brings out her personal cell phone at work and shows residents photos of her family including her daughter and 17 nieces and nephews. Ms. Konkel said on one occasion Resident A and Resident B saw a photo of her daughter at age approximately two to three years old where she was wearing little to no clothing and when the photo came up she said, "I didn't know I had any naked babies in here." Ms. Konkel said she told Resident A and Resident B that it was normal for babies to be naked and neither Resident A nor Resident B acted as if they were bothered by the photo. Ms. Konkel denied that she ever showed Resident B nor Resident A a photo of a naked boy nor a naked man and woman.

On September 11, 2023, licensing consultant Jennifer Browning interviewed Resident B who stated that direct care staff member Angelica Konkel worked at the home recently and she remembers her because she showed her naked pictures of kids on her phone. Resident B stated she does not know why Ms. Konkel did this but she said it was really disturbing. Resident B stated she does not know the kids' names but one of them was Ms. Konkel's daughter and the other was Ms. Konkel's nephew. Resident B said in the pictures the daughter was in a white basket watching TV and the nephew was playing video games. Resident B said she didn't know how

old they were, but she guessed probably around 11 or 12. Resident B said Ms. Konkel didn't say anything to her when she showed her the pictures and she didn't show them to any of the other residents. Resident B said Ms. Konkel described the photos as "really bad and nasty pictures" and Resident B was bothered by the comment and the photos, so she told direct care staff member Kim about the photos. Resident B stated you could not see the kid's lower privates in the pictures, but you could see their breasts. Resident B stated this happened in the last couple months and nothing like this has happened since because Ms. Konkel no longer works at the home. Resident B denied there has ever been a time where she has seen other pictures like this at the home and stated she feel safe living at Broadway home.

On August 18, 2023 I spoke to direct care staff member and home manager Emily Dowd who stated Resident B told her that direct care staff member Angelica Konkel showed her photos of a naked little boy on her cell phone but that was all the direct knowledge she had on the allegation.

On September 14, 2023 I received written progress notes completed by direct care staff member Angelica Konkel that stated on August 4, 2023, "for one on one time, looked at kids pics." The written progress note indicated it was for Resident A, not Resident B.

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 style="padding-left: 40px;">(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	Based on statements from Complainant, Ms. Lytle, Ms. Jones, Ms. Konkel, Resident B, Ms. Dowd and written documentation at the facility I determined that Ms. Konkel showed Resident B photos on her personal cell phone of children who were naked or partially clothed which was disturbing to Resident B and violated her right to be treated with consideration and respect.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Direct care staff member Angelica Konkel put a bag of adult briefs behind Resident C to fix her posture.

INVESTIGATION:

On August 15, 2023 I received a complaint via email from a Complainant that stated that on Saturday August 5, 2023 direct care staff member Angela Konkel put a bag of adult incontinence briefs behind Resident C to fix her posture, which made her very uncomfortable and is not part of her plan of service. The written complaint stated Ms. Konkel also put pillows behind Resident C's back.

On August 18, 2023 I spoke to direct care staff member Kimberly Jones who stated on August 5, 2023 she observed that Resident C was "sitting oddly" so she inspected further and determined that direct care staff member Angelica Konkel "propped [Resident C] up with adult diapers." Ms. Jones said Ms. Konkel placed a package of adult incontinence briefs under and behind Resident C to prop her up which is not part of her plan of service. Ms. Jones said the only thing staff members use to assist Resident C with her posture is a small pillow.

On August 18, 2023 I spoke to direct care staff member Angelica Konkel who stated as soon as she began working at the facility in July 2023 she noted that Resident C is unable to sit up on her own. Ms. Konkel said staff members at the facility use a small pillow to assist Resident C with her posture. Ms. Konkel said the pillow "was not getting the job done," so she used a "bag of belted undergarments" that she got from the facility basement and placed the bag under Resident C to assist her with sitting up. Ms. Konkel said she later found different pillows to use instead of the bag of belted undergarments.

On September 11, 2023 licensing consultant Jennifer Browning interviewed Resident C who said there was a time where she was propped up on briefs but she doesn't remember when that was, what staff member did this, or why it was done. The same day I spoke to Ms. Browning who reviewed Resident C's resident file at the facility and denied that there was a written authorization by a licensed physician to used belted undergarments as a therapeutic support for Resident C.

On September 14, 2023 I received all written progress notes completed by direct care staff member Angelica Konkel. In a written progress note for Resident C dated August 5, 2023 Ms. Konkel wrote, "[Resident C] requested help to sit without falling better so I used a package of belted undergarments from the basement as a pillow to lay against and fill the gap, which she appeared to greatly appreciate. She was thanking me and also became much more alert again. I explained what was done to the staff on the next shift."

APPLICABLE RULE	
R 400.14306	Use of assistive devices.
	(3) Therapeutic supports shall be authorized, in writing, by a licensed physician. The authorization shall state the reason for the therapeutic support and the term of the authorization.
ANALYSIS:	Based on statements from Complainant, Ms. Jones, Ms. Konkel, Resident C, Ms. Browning and written documentation at the facility it is clear that a package of adult briefs or belted undergarments was used as an assistive device for Resident C with no written authorization in writing from a licensed physician.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Pending the outcome of the criminal investigation of direct care staff member Angelica Konkel by the City of Mt. Pleasant Police Department and receipt of an acceptable corrective action plan I recommend no change in the status of the license.

Leslie Herrguth

09/15/2023

Leslie Herrguth
Licensing Consultant

Date

Approved By:

Dawn Timm

09/15/2023

Dawn N. Timm
Area Manager

Date