



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

September 26, 2023

Zachary Fisher
Randall Residence of Auburn Hills, LLC
310 White Oak Road
Lawton, MI 49065

RE: License #: AL630402686
Investigation #: 2023A0602031
Randall Residence of Auburn Hills IV

Dear Mr. Fisher:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

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 "Cindy Berry".

Cindy Berry, Licensing Consultant
Bureau of Community and Health Systems
3026 West Grand Blvd
Cadillac Place, Ste 9-100
Detroit, MI 48202
(248) 860-4475

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL630402686
Investigation #:	2023A0602031
Complaint Receipt Date:	06/23/2023
Investigation Initiation Date:	06/23/2023
Report Due Date:	08/22/2023
Licensee Name:	Randall Residence of Auburn Hills, LLC
Licensee Address:	310 White Oak Road Lawton, MI 49065
Licensee Telephone #:	(248) 340-9296
Administrator:	Zachary Fisher
Licensee Designee:	Zachary Fisher
Name of Facility:	Randall Residence of Auburn Hills IV
Facility Address:	3033 N. Squirrel Rd Auburn Hills, MI 48326
Facility Telephone #:	(248) 340-9296
Original Issuance Date:	09/18/2020
License Status:	REGULAR
Effective Date:	03/18/2021
Expiration Date:	03/17/2023
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED AGED ALZHEIMERS

II. ALLEGATION(S)

	Violation Established?
There was a flood on 10/08/2021, after a heavy rain. Concraft Restoration assessed the damages and recommended that two feet of drywall be removed and replaced but the licensee designee at the time, Zach Fischer refused to have the work done. As a result, mold was observed in the building and was left untreated.	Yes
Additional Findings	Yes

III. METHODOLOGY

06/23/2023	Special Investigation Intake 2023A0602031
06/23/2023	Special Investigation Initiated - Face to Face Met with the complainant - received pictures of water damage to the building.
06/26/2023	Contact – Telephone call made Spoke with the licensee designee for Randall Residence of Sterling Heights, Matthew Sufnar.
06/26/2023	Contact – Telephone call made Spoke with the licensee designee for Randall Residence of Sterling Heights, Matthew Sufnar.
08/04/2023	Investigation Completed On-site Interviewed the new Executive Director, Tonya Carter and staff member, Dee Jones.
09/01/2023	Exit Conference Held with Michael Bolling as Mr. Fisher no longer works for the company.

ALLEGATION:

There was a flood on 10/08/2023, after a heavy rain. Concraft Restoration assessed the damages and recommended that two feet of drywall be removed and replaced but the licensee designee at the time, Zach Fischer refused to have the work done. As a result, mold was observed in the building and was left untreated.

INVESTIGATION:

On 6/23/2023 a complaint was received and assigned for investigation alleging that there was a flood on 10/08/2021 after a heavy rain. Concraft Restoration assessed the damages and recommended that two feet of drywall be removed and replaced but the licensee designee at the time, Zach Fischer refused to have the work done. As a result, mold was observed in the building and was left untreated.

On 6/23/2023 I interviewed the complainant in person at a neutral location. The complainant stated there was a flood on 10/08/21 that caused water damage to several areas in the building. Concraft restoration was contacted and completed an assessment of the damages. It was recommended that the water be extracted from the facility and two feet of drywall be removed in the water damaged areas. The licensee designee at the time, Zachary Fisher approved that the water be extracted, and the areas be dried but did not approve the removal of the drywall. As a result, over time mold was discovered in the facility. There was an air quality test completed in the building that concluded the air quality was poor. The cost of the test was \$1800 and the company who completed the testing would not release the report until payment was made. According to the complainant, the bill was never paid. The complainant went on to state that the building has been unoccupied since 2020.

On 6/23/2023 I received and reviewed 38 pictures and 1 video of large amounts of water on the interior of the facilities. It is unclear what pictures are associated with each building. The pictures showed large water stains in some resident rooms, hallways, and the living and dining areas. I did not observe any mold in any of the pictures.

On 6/26/2023 I spoke with the licensee designee for Randall Residence of Sterling Heights, Matthew Sufnar. Mr. Sufnar stated as of 6/01/2023, Randall Residence is now being managed by Encore Management and Development. Randall Residence LLC is no longer involved with the properties and new applications will be submitted soon. Mr. Sufnar provided the contact information for Michael Bolling who is the Regional Vice President of Operations for Encore Management and Development.

On 6/26/2023 I spoke with Mr. Bolling by telephone. Mr. Bolling stated as of 6/01/2023, Randall Residence LLC no longer manages any of the properties. Encore received notification to take over management as Randall Residence LLC was forced to cease operation and liquidate their assets. Mr. Bolling said he is aware that Randall Residence

LLC has several outstanding unpaid bills and quite a few physical plant issues. He was made aware of the water damage and mold in the building and has contacted a company to provide an estimate and make the necessary repairs. Mr. Bolling said applications for licensure for all four buildings will be submitted with Courtyard of Auburn Hills listed as the new name. He went on to state that at this point, he is in the process of hiring a new licensee designee/administrator.

On 8/04/2023 I conducted an unannounced on-site investigation at which time I interviewed the new Executive Director, Tonya Carter, and the acting Director of Nursing, Dee Jones. I also inspected the facility. According to Ms. Carter, she was hired by Encore Management and Development and began working on 7/31/2023. She had no knowledge of anything prior to 7/31/2023. Ms. Carter stated she is in the process of being appointed as the licensee designee and administrator for all four Auburn Hills facilities. She said Ms. Jones has been working as the acting director of nursing but the Director of Nursing for the Sterling Heights facilities, Holly Milodrowski has been signing off on resident assessment plans etc. until a director of nursing is appointed for the Auburn Hills facilities. Ms. Jones said there was a flood in 2021 that affected all four buildings, but she had no information regarding if mold was detected or not.

On 8/04/2023 I inspected the facility and found it to be vacant. Most of the resident rooms were being used as storage space. I observed mold in resident room #401 on the bathroom and living room walls as well as on the bathroom wall behind the sink in resident room #416. The flooring in resident rooms #418 and #419 appeared to be water damaged and was buckling up from the floor. I also observed water leaking underneath the sink in resident room #413.

APPLICABLE RULE	
R 400.15403	Maintenance of premises.
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.
ANALYSIS:	<p>Based on the information obtained during the investigation and my own observations, there is sufficient information to determine that there is mold and water damage in a few areas of the building.</p> <p>During the unannounced on-site investigation, I observed mold on the walls in rooms #401 and #416 and what appeared to be water damage to the floors in rooms #418 and #419. I also observed water leaking underneath the bathroom sink in resident room #413.</p>

	According to the complainant, the water damage occurred on 10/08/2021 due to a flood, but the building has been vacant since 2020.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 6/26/2023 I spoke with Michael Bolling who is the Regional Vice President of Operations for Encore Management and Development. Mr. Bolling stated as of 6/01/2023, Encore took over management of Randall Residence of Auburn Hills with no licensee designee or administrator in place. Mr. Bolling is in the process of hiring a qualified person and submitting applications for licensure.

On 9/01/2023 I conducted an exit conference with Michael Bolling, the Regional Vice President of Operations for Encore Management and Development as Zachary Fisher no longer works for the company and Randall Residence LLC is no longer the management company. I informed Mr. Bolling that a recommendation of revocation will be made as Randall Residence LLC abandoned their duties as licensee and failed to notify the department. Mr. Bolling stated he has already submitted new applications for each building and has been in contact with the licensing unit.

APPLICABLE RULE	
R 400.15202	Administrator; qualifications.
	(1) A home shall have an administrator who shall not have less than 1 year of experience working with persons who are mentally ill, developmentally disabled, physically handicapped, or aged.
ANALYSIS:	Based on the information obtained during the investigation, there is sufficient information to determine that the facility is operating without a qualified administrator. Zachary Fisher resigned from his position in January 2023 and Randall Residence LLC failed to submit documentation to qualify a new administrator. As of 6/01/2023, Randall Residence LLC no longer serves as the management company.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.15103	Licenses; required information; fee; effect of failure to cooperate with inspection or investigation; posting of license; reporting of changes in information.
	(5) An applicant or licensee shall give written notice to the department of any changes in information that was previously submitted in or with an application for a license, including any changes in the household and in personnel-related information, within 5 business days after the change occurs.
ANALYSIS:	Based on the information obtained during the investigation, there is sufficient information to determine that Randall Residence LLC did not notify the department that there was a change in management companies, a change in licensee designee/administrator as of January 2023, and that the company was ordered to cease operation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

I recommend revocation of this license.



9/20/2023

Cindy Berry
Licensing Consultant

Date

Approved By:



09/22/2023

Denise Y. Nunn
Area Manager

Date