



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

October 27, 2023

Tracey Hamlet
MOKA Non-Profit Services Corp
Suite 201
715 Terrace St.
Muskegon, MI 49440

RE: License #: AS610274835
Investigation #: 2024A0350004
Brookmere Home

Dear Tracey Hamlet:

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 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 (616) 356-0100.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ian Tschirhart', with a stylized flourish at the end.

Ian Tschirhart, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 644-9526

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS610274835
Investigation #:	2024A0350004
Complaint Receipt Date:	10/24/2023
Investigation Initiation Date:	10/24/2023
Report Due Date:	11/23/2023
Licensee Name:	MOKA Non-Profit Services Corp
Licensee Address:	Suite 201 715 Terrace St. Muskegon, MI 49440
Licensee Telephone #:	(616) 719-4263
Administrator:	Tracey Hamlet
Licensee Designee:	Tracey Hamlet
Name of Facility:	Brookmere Home
Facility Address:	3086 Creekview Lane Muskegon, MI 49444-7722
Facility Telephone #:	(231) 767-0583
Original Issuance Date:	04/27/2005
License Status:	REGULAR
Effective Date:	11/13/2021
Expiration Date:	11/12/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On the morning of 10/23/2023, staff member Anjanique T. Thomas was found sleeping in her car by two Brookmere staff. This left all five residents without adequate supervision.	Yes

III. METHODOLOGY

10/24/2023	Special Investigation Intake 2024A0350004
10/24/2023	Special Investigation Initiated - Letter Through emails, I requested and received information from Daniyel Baer, Residential Regional Director/MOKA North
10/24/2023	Contact - Telephone call made I spoke with Anjanique T. Thomas, DCW
10/25/2023	Contact - Telephone call made I spoke with Lucy T. Rembert, DCW
10/25/2023	Contact - Telephone call made I spoke with Lamaya V. Edwards, DCW
10/26/2023	Exit conference – Held with Tracey Hamley, Licensee Designee

ALLEGATION: On the morning of 10/23/2023, staff member Anjanique T. Thomas was found sleeping in her car by two Brookmere staff. This left all five residents without adequate supervision.

INVESTIGATION: On 10/24/2023, through emails, I requested and obtained the names and telephone numbers of the staff members involved in this incident from Daniyel Baer, Residential Regional Director/MOKA North.

On 10/24/2023, I called and spoke with Anjanique Thomas, Direct Care Worker (DCW). Ms. Thomas stated that on the morning of 10/23, she went out to her car between 5:50 and 5:55 a.m. to start it and defrost the windows because her shift was coming to an end. Ms. Thomas reported that she worked from 10 p.m. the night before until 6 a.m. on this morning by herself. Ms. Thomas told me that two other DCWs had arrived while she was in her car, and all three of them went into the house together.

On 10/25/2023, I called and spoke with Lucy Rembert, DCW, who informed me that she had worked third shift at another home, and first arrived at Brookmere at around

5:06 a.m. Ms. Rembert stated that her shift didn't start until 6:00 a.m., but she didn't want to go home between jobs, so she went directly to Brookmere. Ms. Rembert reported that she observed Ms. Thomas in her car at this time. Ms. Rembert told me that she left the home to go to a convenience store and to pick up Lamaya Edwards, DCW, who was also scheduled to start work at 6:00 a.m. at Brookmere. Ms. Rembert stated that she and Ms. Edwards arrived at Brookmere at about 5:30 a.m. and they both observed Ms. Thomas still in her car. Ms. Rembert said that Ms. Thomas was startled when Ms. Edwards walked past her car. She reported that Ms. Thomas then got out of her car and all three of them walked in the house together and informed me that there was no other staff person working with Ms. Thomas. She told me that once they all got inside, Ms. Thomas sat at the table for the rest of her shift. Ms. Rembert stated that she did not confront Ms. Thomas about this, but she did tell the Home Manager. Ms. Rembert further informed me that this has happened with Ms. Thomas once before.

On 10/25/2023, I called and spoke with Lamaya Edwards, DCW, who told me that she and Ms. Rembert drove together to Brookmere and arrived at about 5:30 a.m. She said that she observed Ms. Thomas in her car, and that she startled Ms. Thomas when she walked past her car. Ms. Edwards said that all three of them went into the house together, but Ms. Edwards did not confront Ms. Thomas about this. Ms. Edwards informed me that there was no other staff person working with Ms. Thomas. Ms. Edwards stated that she assumed Ms. Thomas had been sleeping because her voice was "raspy," and that once they got inside, Ms. Thomas sat at the table for the rest of her shift, while she, Ms. Edwards, prepared the residents' lunches for the day as they would be going on an outing. Ms. Edwards informed me that one resident was awake when they got in the home; the other four were sleeping.

On 10/26/2023, I called and held an exit conference with Tracey Hamlet, Licensee Designee. I informed Ms. Hamlet that I was citing violation of this rule. Ms. Hamlet agreed with my finding and had no further comment.

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:	On the morning of 10/23/2023, Anjanique Thomas, DCW was working alone and left all 5 residents in the house by themselves while she was in her car for anywhere between 5 to 25 minutes. Ms. Thomas reported that she was only in her car for between 5 and 10 minutes as she only wanted to start her

	<p>car to defrost the windows because it was getting near the end of her shift.</p> <p>Lucy Rembert, DCW, reported that she first went to Brookmere that morning at about 5:06 a.m. and saw Ms. Thomas in her car. Ms. Rembert said that she left the home and returned back at about 5:30 a.m. and saw that Ms. Thomas was still in her car.</p> <p>Lamaya Edwards, DCW, said she arrived at Brookmere at about 5:30 a.m. on this morning, and observed that Ms. Thomas was in her car and that no one was working with her. The residents were in the home unsupervised.</p> <p>The residents were left unsupervised in the home for anywhere from 5 to 25 minutes. It was most likely longer than 5 minutes, as Ms. Thomas would not defrost her car windows 25 minutes before her shift ended.</p> <p>My findings support that this rule had been violated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend that the status of this home’s license remain unchanged, and that this special investigation be closed.



October 26, 2023

Ian Tschirhart
Licensing Consultant

Date

Approved By:



October 27, 2023

Jerry Hendrick
Area Manager

Date