



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

January 17, 2024

Jennifer Bhaskaran  
Alternative Services Inc.  
Suite 10  
32625 W Seven Mile Rd  
Livonia, MI 48152

RE: License #: AS630309665  
Investigation #: 2024A0612006  
Pine Lake

**AMENDED REPORT**

**Original Report dated January 10, 2024**

Dear Ms. Bhaskaran:

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Johnna Cade".

Johnna Cade, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place  
3026 W. Grand Blvd. Ste 9-100  
Detroit, MI 48202  
Phone: 248-302-2409

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS630309665
<b>Investigation #:</b>	2024A0612006
<b>Complaint Receipt Date:</b>	12/12/2023
<b>Investigation Initiation Date:</b>	12/13/2023
<b>Report Due Date:</b>	02/10/2024
<b>Licensee Name:</b>	Alternative Services Inc.
<b>Licensee Address:</b>	Suite 10 - 32625 W Seven Mile Rd Livonia, MI 48152
<b>Licensee Telephone #:</b>	(248) 471-4880
<b>Administrator:</b>	Jennifer Bhaskaran
<b>Licensee Designee:</b>	Jennifer Bhaskaran
<b>Name of Facility:</b>	Pine Lake
<b>Facility Address:</b>	1686 Square Lake Rd. Bloomfield, MI 48302
<b>Facility Telephone #:</b>	(248) 332-4768
<b>Original Issuance Date:</b>	02/11/2011
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/27/2022
<b>Expiration Date:</b>	07/26/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED TRAUMATICALLY BRAIN INJURED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
<b>On 12/12/23, Resident A received a text message from direct care staff, Jermond Haggins containing a photo of a penis.</b>	Yes

**III. METHODOLOGY**

12/12/2023	Special Investigation Intake 2024A0612006
12/13/2023	Special Investigation Initiated - Telephone Telephone call placed to home manager, Annie Belton.
12/13/2023	Contact - Telephone call made Telephone interview with Resident A.
12/13/2023	APS Referral Referral made to Adult Protective Services (APS) via Centralized Intake.
12/13/2023	Contact - Telephone call made Referral made to Oakland Community Health Network (OCHN) - Office of Recipient Rights (ORR) via telephone. Referral denied.
12/13/2023	Contact - Document Received I received three photos via text message.
01/02/2024	Contact - Telephone call made I interviewed direct care staff, Jermond Haggins via telephone.
01/03/2024	Inspection Completed On-site I completed an unscheduled onsite investigation. I interviewed Resident B, Resident C, Resident D, Resident E, Resident F, and Direct Care Staff Brenda Hollis.
01/04/2024	Contact - Telephone call made I interviewed Resident A via facetime.
01/04/2024	Exit Conference Telephone call to licensee, Jenny Bhaskaran to conduct an exit conference.

01/05/2024	Exit Conference Teams call to licensee, Jenny Bhaskaran to conduct a second exit conference and further review findings.
01/10/2024	Exit Conference Teams call to licensee, Jenny Bhaskaran to conduct a final exit conference and review my findings.

**ALLEGATION:**

**On 12/12/23, Resident A received a text message from direct care staff, Jermond Haggins containing a photo of a penis.**

**INVESTIGATION:**

On 12/12/23, I received a complaint from Genessee County Recipient Rights Specialist, Matthew Potts. The complaint indicated Resident A reported that she received a text message from direct care staff, Jermond Haggins containing a photo of his penis. Resident A provided proof of the photo and while the picture does not have Mr. Haggins face it does contain a penis. Mr. Haggins name and phone number is listed at the top of the picture. Resident A moved out of the Pine Lake Home on 11/10/23. Genessee County Office of Recipient Rights will not be investigating as they no longer contract with this facility. On 12/13/23, I made a referral to Oakland Community Health Network (OCHN) - Office of Recipient Rights (ORR) via telephone. OCHN – ORR will not be investigating as Resident A is not contracted with Oakland County. On 12/13/23, I made a referral to Adult Protective Services (APS) via Centralized Intake. APS denied the referral. The allegations were referred to “other investigative authorities” however, APS did not document which authority they referred to. APS did not make a referral to law enforcement.

On 12/13/23, I completed a telephone interview with home manager, Annie Belton. Ms. Belton stated Resident A moved out of the facility into a home in Genessee County on 11/10/23. Resident A contacted her on 12/12/23 and informed her that Mr. Haggins sent her a picture of his penis. Resident A sent a screenshot of the picture to Ms. Belton. Ms. Belton forwarded the picture to me. Ms. Belton stated Mr. Haggins has worked at the home for 2-3 years. He has been involved in an investigation in the past regarding alleged sexual assault however, she does not know the outcome of that investigation. Ms. Belton stated she does not suspect that Mr. Haggins and Resident A were involved in a romantic and/or sexual relationship. Mr. Haggins was suspended on 12/12/23, pending the outcome of the investigation.

On 12/13/23, I completed a telephone interview with Resident A. Resident A stated she lived at Pine Lake for several years, in November 2023, she moved out and is living in a home in Genessee County. Resident A stated on 11/30/23, after she had moved out of Pine Lake, she had two missed phone calls from Mr. Haggins. Then, on 12/12/23, he

sent a text message with a photo his penis. Resident A stated she did not ask for the photo, it was sent to her unsolicited. Resident A said that she and Mr. Haggins have never exchanged text messages prior to her receiving this photo. Resident A did not return Mr. Haggins phone calls and she did not respond to the text message. Resident A stated she and Mr. Haggins were not involved in a romantic and/or sexual relationship. Mr. Haggins has never made any inappropriate comments to her. Mr. Haggins has never touched her inappropriately. Resident A does not know why Mr. Haggins would send her this photo. Resident A forwarded me screenshots of the text message thread between her and Mr. Haggins, her phone logs showing a missed call, and a picture of the contact saved in her phone which includes a phone number and the contact name, Jermond Haggins.

On 12/13/23, I received three pictures. One photo was sent to me via text message from Ms. Belton. It is a picture of a penis. The race of the person in the picture appears to be Black. The picture did not contain a face or any further identifying information. The other two pictures were sent to me via text message from Resident A. It was screenshot of Mr. Haggins' contact saved in her phone. The picture contacted Jermond Haggins name and phone number. In addition, Resident A provided a picture of her call log showing that she had a missed call from Mr. Haggins' phone number on 12/06/23.

On 01/02/23, I interviewed direct care staff, Jermond Haggins via telephone. Mr. Haggins has worked at the facility for four years. He works the afternoon shift from 2:00 pm-10:00 pm. Mr. Haggins stated that his fiancé and his daughter also work at the home, and he often works on shift with one of them. Mr. Haggins confirmed his phone number. It is the same as phone number that is saved in Resident A's phone under his name. Mr. Haggins stated that he is biracial. Mr. Haggins stated he is not involved in a romantic and/or sexual relationship with Resident A. Mr. Haggins denied ever texting or calling Resident A. Mr. Haggins stated he is not friends with Resident A and he has never communicated with her outside of business hours. Mr. Haggins explained that Resident A has his phone number saved in her phone because he had to pick her up from the hospital once and she called him when she was ready for discharge. Mr. Haggins was not aware that Resident A saved his phone number. Mr. Haggins denied that he has Resident A's phone number saved in his phone. Mr. Haggins remarked that he would never do anything like this. He further denied that the picture came from his phone. Mr. Haggins was made aware that the evidence indicate that the picture of a penis was sent from the phone number that he confirmed was his phone number. Mr. Haggins was unable to provide any explanation as to how Resident A would have received this photo sent from his phone number. Mr. Haggins continuously denied that he sent it.

On 01/03/24, I completed an unscheduled onsite investigation. I interviewed Resident B, Resident C, Resident D, Resident E, Resident F, and direct care staff Brenda Hollis.

On 01/03/24, I interviewed Resident B. Resident B was observed sitting at the kitchen table. She was appropriately dressed. Resident B is nonverbal and was unable to answer questions related to this investigation.

On 01/03/24, I interviewed Resident C. Resident C stated direct care staff, Jermond Haggins is cranky. She does not like him, and she feels like he does not like her. Resident C stated Resident A has lied in the past to get other people in trouble. Resident C does not believe that Resident A and Mr. Haggins communicated via phone or text outside of work hours. Resident C stated she does not believe Resident A and Mr. Haggins had a romantic and/or sexual relationship. Resident C stated Mr. Haggins has never been inappropriate with her. Resident C does not have a cellphone and therefore, she does not text or call Mr. Haggins.

On 01/03/24, I interviewed Resident D. Resident D stated she gets along well with Mr. Haggins. He cooks well and is always respectful. Resident D stated Mr. Haggins tried to get along with Resident A, but she is difficult to work with. Resident D does not believe that Mr. Haggins and Resident A had a romantic and/or sexual relationship. Resident D does not communicate with Mr. Haggins outside of work hours and she stated she is unaware if Mr. Haggins calls or texts Resident A on his personal time.

On 01/03/24, I interviewed Resident E. Resident E stated she has no issues with Mr. Haggins. She does believe that Resident A and Mr. Haggins had a romantic and/or sexual relationship. Resident E does not have a cell phone and therefore, she does not speak to Mr. Haggins outside of work hours. Resident E stated since moving, Resident A calls the house phone and speaks to her. Resident A has never mentioned talking to Mr. Haggins.

On 01/03/24, I interviewed Resident F. When asked about the allegation involving Mr. Haggins Resident F remarked, "I don't know too much about him." Resident F then chose to end the interview.

On 01/03/24, I interviewed direct care staff, Brenda Hollis. Ms. Hollis is a direct care worker, and she has worked at the facility for 10 years. Mr. Haggins is Ms. Hollis fiancé. Ms. Hollis stated she was unaware that Resident A saved Mr. Haggins phone number to her phone. However, upon learning about the allegation Mr. Haggins explained to her that Resident A had his phone number because he picked her up from the hospital and she called to tell him that she was ready. Ms. Hollis said this was a reasonable explanation as it is normal for Resident A to call staff upon discharge from the hospital.

Ms. Hollis stated Resident A had her phone number too however, she began calling her frequently, so she blocked Resident A. Ms. Hollis explained that Mr. Haggins does not save phone numbers to his phone. Therefore, he does not have Resident A's phone number saved. Ms. Hollis does not believe that Mr. Haggins sent the picture to Resident A. Ms. Hollis remarked, if Mr. Haggins did call or text Resident A it was not on purpose. Ms. Hollis stated Mr. Haggins is "not that kind of person." Ms. Hollis stated Mr. Haggins and Resident A did not have a romantic and/or sexual relationship. Ms. Hollis stated she and Resident A were very close when she resided in the home. Since moving, Resident A has called the home to talk to the residents. When she calls Ms. Hollis has answered

the phone. Resident A has not mentioned receiving calls or text messages from Mr. Haggins.

On 01/04/24, I interviewed Resident A via facetime. While on facetime, Resident A shared her screen with me allowing me to view the contents of her phone. I observed a picture of a penis sent via text message from phone number (586) -\*\*\*-\*\*\*\* sent on 12/12/23, at 12:16 am. This phone number was saved in Resident A's phone as Jermond Haggins. I observed all the contacts saved in Resident A's phone. There was only one contact saved as Jermond Haggins. I also observed Resident A's call log. There was a missed call from Mr. Haggins on 12/06/23.

On 01/04/24, I placed a telephone call to licensee, Jenny Bhaskaran to review my findings. Ms. Bhaskaran stated Mr. Haggins was suspended on 12/12/23. He was approved to return to work after she met with him, and he denied the allegation. Ms. Bhaskaran acknowledged that I would be citing and recommending a corrective action plan. Ms. Bhaskaran requested to review the evidence that led to the rule violation. On 01/05/24, I met with Ms. Bhaskaran via Teams to conduct a second exit conference and further reviewed my findings. Ms. Bhaskaran stated she would like to hold a meeting to discuss the outcome of my investigation with Mr. Haggins. A Teams meeting was scheduled for 01/08/24. Due to a personal emergency, Ms. Bhaskaran requested to cancel the meeting. The meeting was rescheduled for 1/10/24. On 1/10/24, it was determined that there was a miscommunication about the rescheduled meeting and Mr. Haggins was not properly informed of the change. As such, he was not present. The meeting was not rescheduled. I reviewed my findings with Ms. Bhaskaran via Teams. She acknowledged and agreed to submit a corrective action plan. Ms. Bhaskaran stated that Mr. Haggins would be terminated.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<b>(2) Direct care staff shall possess all of the following qualifications:</b> <b>(a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</b>
<b>ANALYSIS:</b>	Based on the information gathered through my investigation, there is sufficient evidence to indicate that direct care staff, Jermond Haggins is not suitable to meet the physical, emotional, intellectual, and social needs of each resident. When interviewed, Mr. Haggins confirmed his personal cellphone number. Resident A's phone records show that on 12/06/23, there was a missed call from Mr. Haggins. On 12/12/23, at 12:16 am a picture of a penis was sent via text message to Resident A from Mr. Haggins phone number. Resident A stated this picture was sent to her unsolicited. Mr. Haggins denied sending the picture. Mr. Haggins was unable to provide any

	explanation as to how Resident A would have received this picture sent from his phone number. Resident A and Mr. Haggins consistently denied engaging in a romantic and/or sexual relationship.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan I recommend no change to the status of the license.



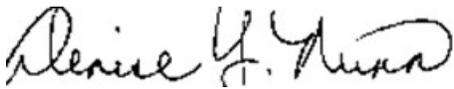
01/10/2024

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Johnna Cade  
Licensing Consultant

Date

Approved By:



01/10/2024

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Denise Y. Nunn  
Area Manager

Date

**AMENDED REPORT  
SIR #2022A0993015**

**PURPOSE:**

The purpose of this amended report is to address new evidence that were reported after the completion of the initial investigation. The new evidence led to a change in the analysis of Rule 400.14204 (2)(a), and to the conclusion of the violation to be changed to not established in the allegations section.

**ALLEGATION(S):**

	<b>Violation Established?</b>
<b>On 12/12/23, Resident A received a text message from direct care staff, Jermond Haggins containing a photo of a penis.</b>	*No

\*this information changed

**METHODOLOGY:**

01/11/2024	Contact – Telephone call received I received a telephone call from licensee, Jenny Bhaskaran.
01/11/2024	Contact – Document Received I received an email from licensee, Jenny Bhaskaran that included Mr. Haggins police report, FOI Request, and a handwritten statement.
01/16/2024	Contact – Telephone call made Telephone interview completed with direct care staff, Jermond Haggins.
01/16/2024	Contact – Telephone call made Telephone call to AT&T with direct care staff, Jermond Haggins and licensee, Jenny Bhaskaran.
01/16/2024	Exit Conference Telephone call to licensee, Jenny Bhaskaran to conduct an exit conference.

**Description of Findings and Conclusions:**

On 01/11/24, I received a telephone call from licensee, Jenny Bhaskaran. Ms. Bhaskaran stated she met with Mr. Haggins on 01/11/24, and during their meeting he introduced new evidence. Mr. Haggins stated he went to AT&T, his telephone provider and learned that his phone was hacked. His Facebook and his PayPal were also hacked. AT&T advised Mr. Haggins to make a police report and change his phone number. Mr. Haggins filed a police report and provided proof.

Ms. Bhaskaran stated during the meeting she reviewed the photo evidence with Mr. Haggins. Mr. Haggins confirmed that picture of the penis that was sent to Resident A was him and the picture was saved in his phone. Mr. Haggins stated he had no knowledge that anyone except for his uncle received any text messages from sent from his phone. Ms. Bhaskaran requested the investigation be re-opened or amended to include this additional information. Ms. Bhaskaran stated upon review of this new information Mr. Haggins will not be terminated. He will be transferred from Pine Lake to an all-male home.

On 01/11/24, I received an email from licensee, Jenny Bhaskaran that included the police report made by Mr. Haggins, a copy of the FOI request dated 01/10/24, requesting a copy of the police report, and a handwritten statement completed by Mr. Haggins at the police department on 01/11/24. The police report was filed on 12/13/24 in person at the Redford Police Department. The report indicates, Mr. Haggins spoke with an AT&T employee who told him that his phone was hacked and recommended making a police report in case the personal information that was obtained is used at a later time. AT&T also recommended master resetting the phone and changing all passwords. The number associated with this incident is the listed phone number. The company that was hacked was TextCall on 12/11/23. Mr. Haggins has the app on his phone which allowed the hackers to obtain all his personal/identifying information. Mr. Haggins completed a witness statement.

On 01/16/24, I completed a second interview with direct care staff, Jermond Haggins via telephone. Mr. Haggins stated on 12/12/23, he contacted AT&T and learned that an app he had on his phone was hacked. He cannot recall the name of the app however, stated that the app is used for texting. The hackers texted pictures that were stored in his phone from his phone number. Mr. Haggins confirmed the photo that was sent to Resident A is of him, and the picture was saved in his phone however, he did not personally send the picture. Mr. Haggins was not aware that these text messages were sent until a relative contacted him and informed him that they received a picture message sent to them from his phone number. Mr. Haggins stated when he was initially interviewed about this investigation, he did not know that it had anything to do with his phone being hacked and therefore, he did initially present this information. Mr. Haggins stated AT&T advised him to file a police report, change his passwords, and reset his phone. Mr. Haggins stated his Facebook and Paypal account were also hacked. Mr. Haggins stated AT&T could not provide written proof that indicates his phone was hacked. When he requested the information, they told him that it was documented in their notes. Mr. Haggins offered to call AT&T with licensee, Jenny Bhaskaran and licensing consultant present to confirm from an AT&T representative that his phone was hacked.

On 01/16/24, Mr. Haggins and licensee, Jenny Bhaskaran held an in-person meeting. I was present via telephone. Mr. Haggins called AT&T and spoke to a representative in the technical support department. The AT&T representative stated on 12/13/23, Mr. Haggins received assistance from an AT&T representative to reset his phone and remove several apps. Mr. Haggins unknowingly authorized an app on his phone to access his photos and contacts. The AT&T representative stated it is possible that the app sent out pictures and text messages from Mr. Haggins phone number without his knowledge.

On 01/16/24, I placed a telephone call to licensee, Jenny Bhaskaran to review my findings. There was no answer. I left a voicemail indicating that the conclusion and recommendation for this investigation has been changed. No further action is required. A corrective action plan is no longer required.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<b>(2) Direct care staff shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</b>
<b>ANALYSIS:</b>	Based on the information gathered through my investigation, there is insufficient information to conclude that direct care staff, Jermond Haggins is not suitable to meet the physical, emotional, intellectual, and social needs of each resident. Resident A's phone records show that on 12/06/23, there was a missed call from Mr. Haggins and on 12/12/23, a picture of his penis was sent via text message to Resident A. Mr. Haggins and AT&T consistently reported that Mr. Haggins phone was hacked. Mr. Haggins had an app on his phone that compromised his personal information and sent it out without his knowledge or consent.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**RECOMMENDATION:**

I recommend that this special investigation be closed with no change to the status of the license.

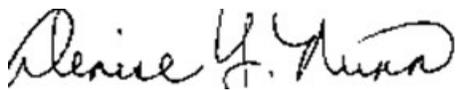


01/17/2024

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Johnna Cade  
Licensing Consultant

Date



01/17/2024

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Denise Y. Nunn  
Area Manager

Date