



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

January 11, 2024

Ramon Beltran  
Beacon Specialized Living Services, Inc.  
Suite 110  
890 N. 10th St.  
Kalamazoo, MI 49009

RE: License #: AS390396198  
Investigation #: 2024A1034009  
Beacon Home At Augusta

Dear Mr. Beltran:

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,

*Kevin L Sellers*

Kevin Sellers, Licensing Consultant  
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enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS390396198
<b>Investigation #:</b>	2024A1034009
<b>Complaint Receipt Date:</b>	11/15/2023
<b>Investigation Initiation Date:</b>	11/15/2023
<b>Report Due Date:</b>	01/14/2024
<b>Licensee Name:</b>	Beacon Specialized Living Services, Inc.
<b>Licensee Address:</b>	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
<b>Licensee Telephone #:</b>	(269) 427-8400
<b>Administrator:</b>	Aubrey Napier
<b>Licensee Designee:</b>	Ramon Beltran
<b>Name of Facility:</b>	Beacon Home At Augusta
<b>Facility Address:</b>	817 Webster St. Augusta, MI 49012
<b>Facility Telephone #:</b>	(269) 427-8400
<b>Original Issuance Date:</b>	11/29/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/03/2023
<b>Expiration Date:</b>	04/02/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Resident A sustained a bruise caused by direct care staff member Darvin Moore.	Yes

## III. METHODOLOGY

11/15/2023	Special Investigation Intake 2024A1034009
11/15/2023	APS Referral made relating to allegations.
11/15/2023	Special Investigation Initiated – Telephone contact interviewing recipient rights officer, Ardis Bates.
12/01/2023	Inspection Completed On-site interviewing Resident A, direct care worker/home manager, Kelly Fox and direct care worker (DCW) Jessica Garten.
12/12/2023	Contact - Telephone call made leaving message for direct care worker, Jamie Kniss requesting return contact.
12/15/2023	Contact - Telephone call received interviewed Jamie Kniss.
12/21/2023	Contact - Telephone call made leaving a message for direct care worker Darvin Moore requesting return contact.
12/27/2023	Contact - Telephone call made leaving a second message for Darvin Moore.
12/28/2023	Contact - Telephone call made leaving message for licensee designee, Ramon Beltran to return contact about investigation outcomes.
01/03/2024	Exit Conference with Ramon Beltran.
01/03/2024	Inspection Completed-BCAL Sub. Compliance.

**ALLEGATION: Resident A sustained a bruise caused by direct care staff member Darvin Moore.**

**INVESTIGATION:**

On 11/15/2023, I received a complaint through the Bureau of Community Health Systems (BCHS) online complaint system alleging direct care worker (DCW) Darvin Moore punched Resident A in the eye. According to the complaint, Resident A was verbally redirected to his bedroom by DCW Moore after Resident A had threatened two other residents, later DCW Jessica Garten heard a loud smacking noise coming from Resident A's direction. The complaint stated Resident A called for DCWs Kniss and Garten to come to his room where he was found crying, his right eye was observed to be red and turning purplish in color, and Resident A reported DCW Moore had punched him in the eye.

On 11/15/2023, I interviewed Shiawassee County Recipient Rights Officer, Ardis Bates, via telephone. Ms. Bates reported investigating the allegation that on 11/12/2023 DCW Darvin Moore punched Resident A in the right eye causing his eye to be red and purplish in color. Ms. Bates reported completing her investigation after interviewing Resident A, DCW/home manager Kelly Fox, DCWs Jessica Gartner, Jamie Kniss, Darvin Moore (via telephone) and licensee designee, Ramon Beltran. Ms. Bates reported after interviewing Mr. Beltran, DCW Moore was suspended on the day of the incident until the investigation was completed. Ms. Bates reported she found DCW Moore was at fault of abuse/neglect after attempting to redirect Resident A away from the situation to his bedroom on 11/12/2023, became frustrated with Resident A for not following directions, and slapped Resident A with an open hand across his face causing Resident A to sustain a bruise black/bluish in color under Resident A's right eye. Ms. Bates reported when interviewing DCWs Kniss and Gartner, DCW Gartner disclosed while shutting the sliding door between the living room and kitchen, she heard a loud smacking noise when DCW Moore was attempting to redirect Resident A to his bedroom. Ms. Bates stated DCWs Gartner and Kniss confronted DCW Moore after observing the injury to Resident A but DCW Moore denied hitting Resident A. Ms. Bates reported sending a copy of her report to Mr. Beltran on 11/14/2023 and Mr. Beltran terminated DCW Moore's employment that day. Ms. Bates reported agreeing with the outcome of the investigation, termination of DCW Moore's employment, and denied any further concerns for Resident A's or any other resident's safety and supervision living at the facility.

On 12/01/2023, I conducted an unannounced onsite investigation and interviewed direct care worker (DCW)/home manager Kelly Fox who reported being aware of the allegation that DCW Darvin Moore slapped Resident A with an open hand across his face causing bruising under Resident A's right eye. Ms. Fox reported DCW Jessica Gartner called her on 11/12/2023 to report an incident occurred between DCW Moore and Resident A. Ms. Fox reported going to the facility immediately to address the situation and she interviewed DCWs Kniss, Gartner, Moore, and Resident A, and observed the injury to Resident A's right eye. Ms. Fox stated she then contacted

licensee designee Ramon Beltran about the incident between DCW Moore and Resident A and filed an incident report with Office of Recipient Rights (ORR). Ms. Fox reported following instructions from Mr. Beltran to immediately suspend DCW Moore employment until the situation was further investigated and then escorted DCW Moore off the property. Ms. Fox reported meeting with ORR Officer, Ardis Bates later that day at the facility, having a follow up telephone conversation with Mr. Beltran on 11/14/2023 and then contacting DCW Moore via telephone terminating his employment as of 11/14/2023. Ms. Fox stated DCW Darvin Moore has been employed at the facility for the past two years. Ms. Fox denied DCW Moore had any disciplinary actions against him for the past two years, denied he had ever displayed any physical aggression towards residents but stated within the past month she had to have verbal conversations with DCW Moore about his inappropriate verbal conversations with herself, direct care staff members and some residents. Ms. Fox reported she believed DCW Moore was having personal issues affecting his work which she had addressed as well.

On 12/01/2023, I interviewed Resident A who reported DCW Darvin Moore pushed him and hit him, with an open hand, across the face when he was in his bedroom with DCW Moore on 11/12/2023. Resident A denied anyone else witnessed this happen because his bedroom door was closed and the only individuals in his bedroom that day was himself and DCW Moore. During my interview with Resident A, he was hesitant to provide information about the incident between himself and DCW Moore on 11/12/2023 but Resident A kept repeating the same statement, "Mr. Moore was mad at me, hit my face and hurt me." Resident A denied any prior issues with DCW Darvin Moore or any other direct care staff members. While interviewing Resident A, I did not observe any redness or purple/blackening color under Resident A's right eye where he was injured.

On 12/01/2023, I interviewed Residents B and C both of whom denied knowing or witnessing DCW Darvin Moore physically hit Resident A on 11/12/2023 at the facility. Residents B and C confirmed they were sitting on the couch together when Resident A came into the living room yelling and screaming at them. Residents B and C both reported DCWs Jessica Gartner and Jamie Kniss remained with them while DCW Moore redirected Resident A to his bedroom. Residents B and C denied once again knowing what happened between Resident A and DCW Moore. Residents B and C denied any prior issues with DCW Moore or any other direct care staff member.

On 12/01/2023, I interviewed DCW Jessica Gartner who reported having firsthand knowledge of the incident between DCW Darvin Moore and Resident A on 11/12/2023. DCW Gartner reported herself, DCW Jamie Kniss and DCW Darvin Moore were working their scheduled dayshift at the facility. DCW Gartner reported Residents B and C were sitting on the couch when Resident A came out of his bedroom upset and began making threatening statements towards Residents B and C. DCW Gartner reported they deescalated the situation with Resident A and herself and DCW Kniss stayed with Residents B and C while DCW Moore redirected

Resident A to his bedroom. DCW Gartner reported when DCW Moore was redirecting Resident A she was closing the sliding door between the kitchen and living room with her back towards DCW Moore and Resident A when she heard a loud smacking noise. DCW Gartner reported roughly ten to fifteen minutes later, Resident A yelled out for herself or DCW Kniss while he was in his bedroom. DCW Gartner reported they both entered after Resident A's bedroom and she observed him sitting on the corner of his bed crying. DCW Gartner stated she also observed Resident A had redness with purple coloring under his right eye. DCW Gartner reported herself and DCW Kniss asked Resident A how he sustained the bruising under his right eye and that is when Resident A stated DCW Darwin Moore punched him in the eye. DCW Gartner reported telling Resident A to remain in his bedroom until they were able to find out what happened. DCW Gartner stated she and DCW Kniss confronted DCW Moore about Resident A's injury but DCW Moore denied causing the injury to Resident A. DCW Gartner reported not believing what DCW Moore told them so she reported the concern to home manager Kelly Fox who arrived at the home roughly ten minutes later. DCW Gartner reported Ms. Fox interviewed Residents A, B and C, herself, DCWs Kniss and Moore. DCW Gartner reported attending to Resident A's right eye injury with an ice compact and monitoring the eye throughout the next several days. DCW Gartner denied witnessing DCW Moore smack Resident A but admits to hearing the loud smacking noise. DCW Gartner reported being aware DCW Moore was suspended and his employment was terminated.

On 12/15/2023, I interviewed DCW Jamie Kniss via telephone who reported she was aware of the incident between Resident A and DCW Darwin Moore on 11/12/2023. DCW Kniss reported she was working the dayshift on that day with her co-workers, DCWs Jessica Gartner and Davin Moore, when Resident A came out of his bedroom, entered into the living room area at the facility and began making threatening statements towards Residents B and C. DCW Kniss reported herself and DCW Gartner remained with Residents B and C while DCW Moore redirected Resident A to his bedroom. DCW Kniss reported being aware DCW Gartner heard a loud smacking noise when she was closing the sliding doors between the living room and kitchen but DCW Kniss denied hearing the noise. DCW Kniss reported about ten or fifteen minutes after Resident A was in his bedroom he yelled out for herself or DCW Gartner to come into his bedroom. DCW Kniss reported after entering his bedroom with DCW Gartner is when she observed Resident A sitting on the corner of his bed, crying and Resident A had redness with a tint of bluish in color under his right eye. DCW Kniss reported her and DCW Gartner asked Resident A how he sustained the injury under his right eye and Resident A stated DCW Darwin Moore punched him in the eye. DCW Kniss reported telling Resident A to remain in his bedroom, leaving Resident A's bedroom, and DCW Gartner confronted DCW Moore about the injury to Resident A. DCW Kniss stated when DCW Gartner confronted DCW Moore, he denied causing the injury to Resident A. DCW Kniss reported DCW Gartner contacted home manager Kelly Fox and she arrived at the home several minutes later interviewing each DCW, Residents A, B and C. DCW Kniss stated she

was aware DCW Moore was suspended that day and later his employment terminated.

On 12/18/2023, I reviewed Beacon Home at Augusta Incident Report (IR), dated 11/12/2023 and determined what was written in the IR was consistent with what was reported by home manager Fox, DCWs Gartner, Kniss, Residents A, B and C and recipient rights officer Bates. The IR indicated during the dayshift on 11/12/2023, Resident A became agitated, threatening Residents B and C. The IR documented DCW Moore redirected Resident A to his bedroom while DCWs Gartner and Kniss remained with Residents B and C, DCW Gartner heard a loud smacking noise, and DCWs Gartner and Kniss observed Resident A had redness with a purple color tint under his right eye. The IR indicated DCW Gartner confronted DCW Moore about injuries to Resident A, DCW Moore denied injuring Resident A and DCW Gartner contacted home manager Kelly Fox about the incident. The action taken section documented home manager Kelly Fox coming to the home immediately addressing the incident between Resident A and DCW Moore, interviewing DCWs Gartner, Kniss, Moore, Residents A, B and C, addressing Resident A's injury and filed an incident report with Shiawassee office of recipient rights. Direct care staff assisted Resident A with an ice compact to his lower right eye, assessed if further medical treatment was needed, Resident A declined further medical treatment. Under the section 'Action taken to prevent the incident from reoccurring' it documented "Kelly Fox spoke with licensee designee, Ramon Beltran, discussed DCW Moore's immediate suspension on 11/13/2023 and possible termination of DCW Moore following investigation outcome by office of recipient rights."

On 12/21/2023 and 12/27/2023, I made several attempts to contact DCW Darwin Moore via telephone but DCW Moore never returned contact during the investigation.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>



<b>ANALYSIS:</b>	Based on my interviews with DCW/home manger Kelly Fox, DCWs Garten, Kniss, Residents A, B and C, ORR Ardis Bates, along with reviewing Beacon Home at Augusta Incident Report dated 11/12/2023, Resident A was hit by DCW Moore punching him in the eye on 11/12/2023. Although no other direct care staff member witnessed this incident, DCW Gartner heard a loud smacking noise when DCW Moore attempted to redirect Resident A to his bedroom and shortly thereafter observed redness and bruising under Resident A's right eye. Resident A also adamantly reported DCW Moore hit him in the eye. Office of Recipient Rights conducted a thorough investigation that led to the termination of direct care worker Darvin Moore on 11/14/2023. Given facility administration suspended DCW Moore on the day of the incident and then followed recommendations from office of recipient rights investigation findings to terminate DCW Darvin Moore's employment, no further corrective action plan is required.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend that the status of the license remain unchanged.

*Kevin L Sellers*

01/03/2024

Kevin Sellers  
Licensing Consultant

Date

Approved By:

*Dawn Timm*

01/11/2024

Dawn N. Timm  
Area Manager

Date