



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

February 5, 2024

William Paige
Hope Network, S.E.
PO Box 190179
Burton, MI 48519

RE: License #:	AS250404567
Investigation #:	2024A0872020
	New Hope Green Valley

Dear William Paige:

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) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Susan Hutchinson".

Susan Hutchinson, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(989) 293-5222

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 BUREAU OF COMMUNITY AND HEALTH SYSTEMS
 SPECIAL INVESTIGATION REPORT
 THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS250404567
Investigation #:	2024A0872020
Complaint Receipt Date:	01/10/2024
Investigation Initiation Date:	01/10/2024
Report Due Date:	03/10/2024
Licensee Name:	Hope Network, S.E.
Licensee Address:	PO Box 190179 Burton, MI 48519
Licensee Telephone #:	(989) 482-7039
Administrator:	Kayonna Ferguson
Licensee Designee:	William Paige
Name of Facility:	New Hope Green Valley
Facility Address:	8179 Green Valley Dr Grand Blanc, MI 48439
Facility Telephone #:	(810) 600-2717
Original Issuance Date:	11/08/2021
License Status:	REGULAR
Effective Date:	05/08/2022
Expiration Date:	05/07/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 01/06/24, staff Fredricka Jenkins was heard yelling and cussing at Resident A.	Yes

III. METHODOLOGY

01/10/2024	Special Investigation Intake 2024A0872020
01/10/2024	APS Referral I made an APS complaint via email
01/10/2024	Special Investigation Initiated - Letter I made an APS complaint via email
01/10/2024	Contact - Document Sent I emailed the LD and administrator requesting information related to this complaint
01/11/2024	Inspection Completed On-site Unannounced
01/13/2024	Contact - Document Received AFC documentation received
01/31/2024	Contact - Face to Face I interviewed staff Latrise Amos
01/31/2024	Exit Conference I conducted an exit conference with the licensee designee, William Paige
02/05/2024	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: On 01/06/24, staff Fredricka Jenkins was heard yelling and cussing at Resident A.

INVESTIGATION: On 01/10/24, I spoke to the licensee designee (LD), William Paige. LD Paige told me that he had a voice recording of an incident that took place between Resident A and staff, Fredricka Jenkins. LD Paige said that the recording is from

01/06/24 and he confirmed that the individuals heard in the recording are staff Fredricka Jenkins and Resident A.

On 01/11/24, I conducted an unannounced onsite inspection of New Hope Green Valley Adult Foster Care facility. I interviewed Resident A, Resident B, and staff Rachel McDonald.

I reviewed the allegations with Resident A. She told me that she knows staff Fredricka Jenkins and said that she does not like her. I asked her if there was ever a time that Staff Jenkins cussed at her, and she said yes. I asked her for details about the incident and she said, "I cussed at her because I told her the toilet was stopped up." I asked Resident A what Staff Jenkins did in response, and she said, "She cussed back at me and called me a bitch." Resident A said that she does not know when this incident took place, and she does not know if anyone else was present. Resident A said that none of the other staff have ever cussed at her.

Resident B said that she knows Fredricka Jenkins and said that she never cussed at her, and she never heard Staff Jenkins cuss at any of the other residents. Resident B said that Resident A often yells and cusses at the other residents and staff. She said that she has never heard any of the staff cuss at any of the residents or call them names.

Staff Rachel McDonald said that she has worked for New Hope for 15 years and she has worked at New Hope Green Valley since 2022. Staff McDonald said that she heard about the incident involving Staff Jenkins and Resident A but said that she was not present at the time the incident occurred. Staff McDonald said that she has never heard Staff Jenkins or any of the other staff cuss at any of the residents or call them names. She confirmed that Resident A has a history of cussing and yelling at the other residents and staff.

On 01/11/24, I reviewed the text recording sent to me by LD Paige. I heard a woman (identified as Staff Jenkins) yelling and cussing at Resident A. Staff Jenkins said, "Fuck you!" and called her a "bitch." I also heard Resident A yelling and cussing at Staff Jenkins, and she also said, "Fuck you!" and called Staff Jenkins a "bitch."

On 01/31/24, I reviewed Adult Foster Care documentation related to Resident A. Resident A was admitted to this facility on 08/01/22. According to her Health Care Appraisal dated 07/31/23, she is diagnosed with schizoaffective disorder, bipolar type, mild intellectual disabilities, and hypertension. According to her Assessment Plan dated 08/22/23, Resident A "has ongoing verbal aggression when she is upset. In addition to a history of physical aggression which includes hitting and throwing things at people. Staff will prompt her to use self-soothing skills and allow her space to practice them." She also has a history of self-injurious behaviors, and she has conflicts with others.

I reviewed the staff schedule for 01/06/24 and noted that the following staff worked at the following times: Latrise Amos; 11am-11pm, Rachel McDonald; 7am-3pm, Zakir Thompson; 3pm-11pm, and Fredricka Jenkins 11pm-7am.

On 01/31/24, I interviewed staff Fredricka Jenkins via telephone. Staff Jenkins acknowledged that there was an incident that took place between her and Resident A on 01/06/24. She said that Resident A was upset because the upstairs bathroom was clogged so she came downstairs and started yelling. Staff Jenkins told me, "She got belligerent and called me derogatory names." She said that she told Resident A that she could use the downstairs bathroom, but Resident A would not stop. Staff Jenkins stated that Resident A kept calling her a "bitch." I asked her if she cussed at Resident A and she said, "I told her that she's not gonna keep calling me a bitch." I asked Staff Jenkins if she told Resident A "fuck you" or called her a "bitch" and she said no. I asked her if anyone else was present during the incident and she said a staff named Latrise (Amos.) She said that no other residents were present, and she denied ever cussing at any of the residents.

On 01/31/24, I conducted another onsite inspection at New Hope Green Valley. I interviewed staff Latrise Amos and LD Paige. Staff Amos confirmed that she worked on 01/06/24 with staff Fredricka Jenkins. She said that Resident A was upset that the upstairs bathroom toilet was clogged up, so she was yelling and cussing. According to Staff Amos, Staff Jenkins began yelling and cussing at Resident A. She said that she heard Staff Jenkins tell Resident A, "Fuck you!" and she also heard Staff Jenkins call Resident A a "bitch." Staff Amos said that she does not believe any other residents were present during this incident.

On 01/31/24, I conducted an exit conference with LD Paige. He confirmed that Staff Jenkins has been suspended pending this investigation. I reviewed the results of my investigation and told him which rule violation I am substantiating. He agreed to complete and submit a corrective action plan upon the receipt of my investigation report.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (f) Subject a resident to any of the following: (i) Mental or emotional cruelty. (ii) Verbal abuse. (iii) Derogatory remarks about the resident or members of his or her family. (iv) Threats.

ANALYSIS:	<p>According to Resident A, she cussed at staff Fredricka Jenkins who then called her a “bitch” and cussed at her.</p> <p>I reviewed a voice recording of two females who the licensee designee, William Paige identified as Resident A and Staff Jenkins. I heard Staff Jenkins call Resident A a “bitch” and I also heard her say, “Fuck you!” I heard Resident A call Staff Jenkins a “bitch” and heard her say “Fuck you!”</p> <p>Staff Jenkins told me that she did not cuss at Resident A, she did not call her a “bitch” and she did not say, “Fuck you” to her.</p> <p>Staff Latrise Amos said that on 01/06/24, she heard Staff Jenkins cuss at Resident A, call her a “bitch,” and tell her “Fuck you!”</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, I recommend no change in the license status.

Susan Hutchinson

February 5, 2024

Susan Hutchinson Licensing Consultant	Date
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Approved By:

Mary Holton

February 5, 2024

Mary E Holton Area Manager	Date
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