



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

February 13, 2024

Paula Barnes  
Central State Community Services, Inc.  
Suite 201  
2603 W Wackerly Rd  
Midland, MI 48640

RE: License #: AS250291671  
Investigation #: 2024A0569023  
Vassar Road Home

Dear Paula Barnes:

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 black ink that reads "Kent W. Gieselman". The signature is written in a cursive style with a long horizontal flourish at the end.

Kent W Gieselman, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 931-1092

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250291671
<b>Investigation #:</b>	2024A0569023
<b>Complaint Receipt Date:</b>	02/07/2024
<b>Investigation Initiation Date:</b>	02/08/2024
<b>Report Due Date:</b>	04/07/2024
<b>Licensee Name:</b>	Central State Community Services, Inc.
<b>Licensee Address:</b>	Suite 201 2603 W Wackerly Rd Midland, MI 48640
<b>Licensee Telephone #:</b>	(989) 631-6691
<b>Administrator:</b>	Paula Barnes
<b>Licensee Designee:</b>	Paula Barnes
<b>Name of Facility:</b>	Vassar Road Home
<b>Facility Address:</b>	3220 Vassar Road Burton, MI 48519
<b>Facility Telephone #:</b>	(989) 513-7503
<b>Original Issuance Date:</b>	09/12/2007
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/22/2022
<b>Expiration Date:</b>	04/21/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

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**II. ALLEGATION(S)**

	<b>Violation Established?</b>
<b>Resident A requires his food to be cut into pieces and staff did not serve his food as required.</b>	Yes

**III. METHODOLOGY**

02/07/2024	Special Investigation Intake 2024A0569023
02/08/2024	APS Referral Referral made to APS.
02/08/2024	Special Investigation Initiated - Telephone Contact with Michelle Salem, RRO.
02/08/2024	Inspection Completed On-site
02/08/2024	Contact - Telephone call made. Contact with Chrisann Havens, GHS case manager.
02/08/2024	Inspection Completed-BCAL Sub. Compliance
02/08/2024	Exit Conference Exit conference with Pula Barnes, licensee designee.
02/13/2024	Corrective Action Plan Requested and Due on 03/01/2024.

## **ALLEGATION:**

**Resident A requires his food to be cut into pieces and staff did not serve his food as required.**

## **INVESTIGATION:**

This complaint was received via the on-line complaint portal. The complainant reported that Resident A was given food that was not prepared as required by a physician order. The complainant reported that Resident A was given a sandwich that was not cut into bite-sized pieces on 2/2/24.

Michelle Salem, RRO, stated on 2/8/24 that she is investigating this allegation. Michelle Salem stated that Resident A frequently eats his food too quickly and will try to eat too much. Michelle Salem stated that Resident A has a food order documenting that Resident A is to have his food cut into bite-sized pieces and is to be served only ground meat. Michelle Salem stated that not following the food order poses a choking hazard for Resident A.

An unannounced inspection was conducted on 2/8/24. Resident A is non-verbal and could not give a statement regarding this allegation. Resident A was appropriately dressed and groomed with no visible injuries. Resident A's file was reviewed. Resident A's file contains a Genesee Health System (GHS) food order signed by a health care official. The food order documents that Resident A is to be served food that is cut into "bite sized pieces of ¼ inch in size. The order also documents that Resident A is to be given only ground meat.

Ellen Porter, home manager, stated on 2/8/24 that Resident A was given food that did not meet the food order criteria on 2/2/24. Ellen Porter stated that she believes that the sandwich given to Resident A was cut in half, but not into bite sized pieces. Ellen Porter stated that she has conducted an in-service training with all of the staff regarding food orders and food texture.

Chrisann Havens, GHS case manager, stated on 2/8/24 that she arrived at this facility on 2/2/24 to conduct a plan of care meeting for Resident A. Chrisann Havens stated that when she arrived, she observed Resident A sitting at the dining room table with a plate and two sandwiches that had been prepared for him by staff. Chrisann Havens stated that she observed the sandwiches to be full, and not cut in half or in bite sized pieces as required by the diet order. Chrisann Havens stated that she also observed the sandwiches to be made with full slices of lunch meat, and not ground meat. Chrisann Havens stated that she also observed staff give Resident A a bowl of "triangle shaped" tortilla chips that were not broken into bite-sized pieces. Chrisann Havens stated that she confronted staff that they were not following the diet order.

<b>APPLICABLE RULE</b>	
<b>R 400.14310</b>	<b>Resident health care.</b>
	<b>(1) A licensee, with a resident's cooperation, shall follow the instructions and recommendations of a resident's physician or other health care professional with regard to such items as any of the following: (b) Special diets.</b>
<b>ANALYSIS:</b>	The complainant reported that Resident A has a diet order that documents he is to be given food that is cut into "bite-sized" pieces of ¼ inch, and only served ground meat. The complainant reported that Resident A was given sandwiches that were not cut into pieces and contained full slices of lunch meat instead of ground meat. Chrisann Havens stated that she directly observed the incident on 2/2/24 and confirmed that Resident A was served two full sandwiches with slices of lunch meat not cut into bite-sized pieces and not ground meat. Chrisann Havens stated that she also observed staff served Resident A a bowl of chips that were not broken into bite-sized pieces. Resident A's file contains a GHS diet order signed by a health care professional that documents that Resident A's food is to be cut into bite-sized pieces of ¼ inch and that Resident A is to be served only ground meat. Based on the statement given and documentation reviewed, it is determined that there has been a violation of this rule.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

An exit conference was conducted with Paula Barnes, licensee designee, on 2/8/24. The findings in this report were reviewed, and a corrective action plan was requested.

**IV. RECOMMENDATION**

I recommend that the status of this license remain unchanged with the receipt of an acceptable corrective action plan.



2/13/24

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Kent W Gieselman  
Licensing Consultant

Date

Approved By:



2/13/24

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Mary E. Holton  
Area Manager

Date