



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

April 9, 2024

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

RE: License #: AS250010919  
Investigation #: 2024A0779025  
Maple Road Home

Dear Jennifer 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 (517) 643-7960.

Sincerely,

A handwritten signature in cursive script that reads "Christopher A. Holvey".

Christopher Holvey, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(517) 899-5659

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250010919
<b>Investigation #:</b>	2024A0779025
<b>Complaint Receipt Date:</b>	02/27/2024
<b>Investigation Initiation Date:</b>	02/28/2024
<b>Report Due Date:</b>	04/27/2024
<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>	Candy Hamilton
<b>Licensee Designee:</b>	Jennifer Bhaskaran
<b>Name of Facility:</b>	Maple Road Home
<b>Facility Address:</b>	4341 W. Maple Avenue Flint, MI 48503
<b>Facility Telephone #:</b>	(734) 233-6683
<b>Original Issuance Date:</b>	11/05/1990
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/15/2023
<b>Expiration Date:</b>	11/14/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
On 2/25/24 police were called to the home to find staff person, Marquisha Conway, in a car in the driveway at 3:15am playing loud music. Staff Conway appeared intoxicated.	Yes

## III. METHODOLOGY

02/27/2024	Special Investigation Intake 2024A0779025
02/27/2024	APS Referral Complaint was received from APS centralized intake.
02/28/2024	Special Investigation Initiated - On Site
02/28/2024	Contact - Telephone call made. Spoke to recipient rights officer, Matt Potts.
02/28/2024	Contact - Telephone call made. Spoke to staff person, Marquisha Conway.
02/29/2024	Contact - Document Received Received document from Metro Police Authority.
02/29/2024	Contact - Telephone call made. Spoke to administrator, Candy Hamilton.
03/01/2024	Contact - Document Received Emails exchanged with police officer.
04/08/2024	Exit Conference Held with administrator Candy Hamilton.

### ALLEGATION:

On 2/25/24 police were called to the home to find staff person, Marquisha Conway, in a car in the driveway at 3:15am playing loud music. Staff Conway appeared intoxicated.

## **INVESTIGATION:**

On 2/28/24, an on-site inspection was conducted and home manager, Rachel White was interviewed. Manager White stated that she had received a call from a police officer who reported to her that during the night on 2/25/24, staff person, Marquisha Conway, had been seen sitting in her car in the home's driveway and that there were 2 liquor bottles visible. Manager White stated that Staff Conway admitted to sitting out in her car during her shift on 2/25/24. Manager White stated that Staff Conway was the only staff on duty during that 3<sup>rd</sup> shift. Manager White reported that no residents have reported that Staff Conway has been going outside or has been working while under the influence of alcohol during her shifts. Manager White stated that all current residents are mobile, tend to sleep well at night and none of them have any health issues that would require staff assistance during 3<sup>rd</sup> shift.

On 2/28/24, interviews were done with Resident A, Resident B and Resident C. They all reported that they have never witnessed Staff Conway sitting outside during the 3<sup>rd</sup> shifts she works or that they have observed signs of Staff Conway drinking alcohol at the home. Resident A stated that she thinks that she may have heard music coming from outside, but that she did not get up and went back to sleep.

On 2/28/24, a phone conversation took place with recipient rights officer, Matt Potts, who stated that he was investigating the same allegations and that he had already spoken to Staff Conway. Matt Potts stated that Staff Conway admitted to him that she regularly takes breaks outside during the 3<sup>rd</sup> shifts she works and admitted that to being out in a car playing loud music during her shift on 2/25/24. Matt Potts reported that Staff Conway denied drinking alcohol while working on 2/25/24.

On 2/28/24, a phone call was made to Staff Conway, who admitted that she spent time out in her car during the night of 2/25/24. When attempts were made to ask further questions, Staff Conway became upset, stated she did not know why people keep harassing her about this, and then Staff Conway hung up the phone. An attempt was made to immediately call Staff Conway back, but Staff Conway did not answer.

On 2/29/24, emails were exchanged with Metro Police Authority secretary, Janette MacAinsh, who provided a copy of a Daily Activity Report written by Officer John Badal. The report confirmed that Officer Badal responded to a noise complaint at this home's address at 3:08am on 2/25/24. The content of this report is as follows: Staff person, Marquisha Conway, was inside a car in the driveway of the home upon Officer Badal's arrival and Staff Conway was told to turn the music down. Staff Conway stepped out of the passenger side of the car and had a liquor bottle in her hand, which she dropped twice in the driveway. The report indicated that Staff Conway appeared intoxicated, with a strong odor of alcohol and unstable balance. It stated that Staff Conway was the only employee present at the home at that time.

On 2/29/24, a phone conversation took place with administrator, Candy Hamilton, who stated that Staff Conway has been at a staff at this home since 10/3/23. Admin

Hamilton stated that there have been no known issues regarding the care that Staff Conway provides to the residents or complaints involving Staff Conway spending time outside or abusing alcohol during her shifts. Admin Hamilton reported that all the residents are quite independent and sleep all night and/or stay in their rooms during 3<sup>rd</sup> shift; therefore, 3<sup>rd</sup> shift staff have minimal interaction with the residents. Admin Hamilton stated that Staff Conway has been suspended, pending the outcome of this investigation.

On 3/1/24, emailed were exchanged with Officer John Badal, who stated that as soon as he pulled into the home's driveway, during the night of 2/25/24, staff person, Marquisha Conway, got out of the passenger side of a car with a liquor bottle in her hand. Officer Badal confirmed that Staff Conway was unstable on her feet, had a strong odor of alcohol and slurred speech. Officer Badal stated that he had spoken to the complainant of his call, who stated that this has been an on-going issue similar to that night, but that it was the first time the complainant had called 911 for a noise complaint.

<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>(b) Be capable of appropriately handling emergency situations.</b>
<b>ANALYSIS:</b>	It was confirmed that at 3:08am on 2/25/24, Officer John Badal was called to this home regarding a noise complaint and found staff person, Marquisha Conway, sitting in a car in the home's driveway playing loud music. Officer Badal stated that Staff Conway was observed to have a liquor bottle in her hand, appeared intoxicated, had a strong odor of alcohol, and had unstable balance and slurred speech. Due to these circumstances, Staff Conway was not suitable to meet the physical, emotional, intellectual, and social needs of each resident or capable of appropriately handling emergency situations.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 4/8/24, an exit conference was held with administrator Candy Hamilton. Admin Hamilton was informed of the outcome of this investigation and that a written corrective action plan is required.

**IV. RECOMMENDATION**

Upon receipt of an approved written corrective action plan, it is recommended that the status of this home's license remain unchanged.



4/9/2024

---

Christopher Holvey  
Licensing Consultant

Date

Approved By:



4/9/2024

---

Mary E. Holton  
Area Manager

Date