



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 27, 2022

Bianca Wilson
Umbrellex Behavioral Health Services, LLC
Suite 255
13854 Lakeside Circle
Sterling Heights, MI 48313

RE: License #: AS780400203
Investigation #: 2022A1032004
Umbrellex 1

Dear Ms. Wilson:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dwight Forde".

Dwight Forde, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W. Unit 13, 7th Floor
Grand Rapids, MI 49503
(616)-240-3850

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

I. IDENTIFYING INFORMATION

License #:	AS780400203
Investigation #:	2022A1032004
Complaint Receipt Date:	04/28/2022
Investigation Initiation Date:	05/06/2022
Report Due Date:	05/28/2022
Licensee Name:	Umbrellex Behavioral Health Services, LLC
Licensee Address:	13854 Lakeside Circle, Suite 255 Sterling Heights, MI 48313
Licensee Telephone #:	(586) 765-4342
Administrator/ Licensee Designee:	Bianca Wilson
Name of Facility:	Umbrellex 1
Facility Address:	1207 Devonshire CT Owosso, MI 48667
Facility Telephone #:	(586) 765-4342
Original Issuance Date:	10/07/2019
License Status:	REGULAR
Effective Date:	04/07/2022
Expiration Date:	04/06/2024
Capacity:	5
Program Type:	PHYSICALLY HANDICAPPED

	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED
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II. ALLEGATION(S)

	Violation Established?
Staff verbally abused Resident A and used inappropriate behavior techniques.	No
Additional Findings	No

III. METHODOLOGY

04/28/2022	Special Investigation Intake 2022A1032004
05/06/2022	Special Investigation Initiated - Face to Face
05/16/2022	Contact - Telephone call made Left VM
05/17/2022	Contact - Telephone call made Left VM
05/17/2022	Contact - Telephone call received
05/22/2022	Contact - Telephone call received VM Left
05/31/2022	Contact - Telephone call made Left voicemail
05/31/2022	Contact - Telephone call received Voicemail received
06/01/2022	Contact - Telephone call received
06/01/2022	Contact - Document Received via email detailing Karenda Tillis's training record
06/01/2022	Exit Conference

ALLEGATION:

Staff verbally abused Resident A and used inappropriate behavior interventions.

INVESTIGATION:

On 5/6/22, I interviewed Brandy Foster home manager at the home. Ms. Foster stated that she did not witness any incident involving another staff and Resident A. She stated that she had heard about it as part of a shift change protocol. She stated that staff files are digitally stored and that any request to view training procedures would have to be made through the office. She stated that if clients become difficult staff are trained to use redirection and that physical interventions are not utilized. Ms. Foster stated that Resident A can be “food aggressive” meaning that he can attempt to take other people’s food. She stated that staff are not allowed to bring in personal food items or eat food in front of the residents.

On 5/6/22, I interviewed employee Kylee Burford at the home. Ms. Burford denied witnessing any event where Resident A verbally abused and dragged to his room.

On 5/6/22, I interviewed employee Chelsie Shivley at the home. Ms. Shivley denied witnessing the events described in the complaint.

On 5/6/22, I interviewed Resident A at the home. He was unable to discuss the information obtained in the complaint. He went to the common area to watch television.

On 5/6/22, I interviewed Resident B at the home. He was unable to provide any information regarding the complaint. He advised that Resident B shares a room with him. He wanted to provide a tour of the room.

On 5/17/22, I interviewed employee Shante Gatewood by telephone. He stated that he was a relatively new staff member at the facility. He stated that during the midnight shift Resident A drank another Karenda Tillis’s monster drink. Ms. Tillis responded by calling Resident A a dumbass, then dragged Resident A back to his room. Shante stated that he felt that the situation should have been handled more appropriately.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	<p>(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:</p> <p>(a) Use any form of punishment.</p> <p>(b) Use any form of physical force other than physical restraint as defined in these rules.</p> <p>(c) Restrain a resident's movement by binding or tying or through the use of medication, paraphernalia, contraptions, material, or equipment for the purpose of immobilizing a resident.</p> <p>(d) Confine a resident in an area, such as a room, where egress is prevented, in a closet, or in a bed, box, or chair or restrict a resident in a similar manner.</p> <p>(e) Withhold food, water, clothing, rest, or toilet use.</p> <p>(f) Subject a resident to any of the following:</p> <p>(i) Mental or emotional cruelty.</p> <p>(ii) Verbal abuse.</p> <p>(iii) Derogatory remarks about the resident or members of his or her family.</p> <p>(iv) Threats.</p>
ANALYSIS:	Based on interviews conducted there is not enough evidence to determine that Ms. Tillis violated Resident A's rights. The home took action to separate the employee from the residents and Ms. Tillis was ultimately terminated.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 6/1/22 I conducted an exit conference with clinical director Damon Daniels. He was advised of the findings of the report. He concurred and agreed that the home did not violate the applicable rule.

IV. RECOMMENDATION

I recommend no change to the status of this license.




6/17/22

Dwight Forde
Licensing Consultant

Date

Approved By:



7/27/22

Russell B. Misiak
Area Manager

Date