



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 2, 2024

Mary Fussman
Central Mich Non Profit Housing
P.O. Box 631
Mt. Pleasant, MI 488040631

RE: License #: AS370011310
Investigation #: 2024A1029039
Pickard St Home

Dear Mrs. Fussman:

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.

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 (231) 922-5309.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Browning". The script is cursive and fluid, with the first name and last name clearly distinguishable.

Jennifer Browning, Licensing Consultant
Bureau of Community and Health Systems
browningj1@michigan.gov - 989-444-9614

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 #:	AS370011310
Investigation #:	2024A1029039
Complaint Receipt Date:	03/27/2024
Investigation Initiation Date:	03/27/2024
Report Due Date:	05/26/2024
Licensee Name:	Central Mich Non Profit Housing
Licensee Address:	901 McVey St, PO Box 631, Mt Pleasant, MI 48858
Licensee Telephone #:	(989) 772-0574
Administrator:	Mary Fussman
Licensee Designee:	Mary Fussman
Name of Facility:	Pickard St Home
Facility Address:	1831 Pickard, Mt Pleasant, MI 48858
Facility Telephone #:	(989) 772-4901
Original Issuance Date:	02/01/1993
License Status:	REGULAR
Effective Date:	08/12/2023
Expiration Date:	08/11/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Direct care staff member Rebecca Hopkins would not let Resident A do his laundry and she proceeded to argue with him telling him “if he did not shit himself, then he wouldn’t need to do his laundry”.	Yes

III. METHODOLOGY

03/27/2024	Special Investigation Intake 2024A1029039
03/27/2024	Special Investigation Initiated – Letter from ORR Angela Wend
03/29/2024	Contact - Document Received - Email from Angela Wend
04/18/2024	APS Referral made to Centralized Intake
04/18/2024	Contact - Telephone call made to Kelly Isenhath
04/19/2024	Inspection Completed On-site - Face to Face with direct care staff member Kelly Isenhath, Resident A, Resident B, Resident C, Resident D at Pickard Street Home.
04/26/2024	Contact - Document Sent to licensee designee Mary Fussman
04/30/2024	Contact - Telephone call made to direct care staff members Stephanie Lycos and Morgan Welsh and licensee designee Mary Fussman
05/01/2024	Contact - Telephone call made to direct care staff member Rebecca Hopkins and Jennifer Hodges
05/02/2024	Contact – Telephone call and email to ORR Angela Wend
05/02/2024	Exit conference with licensee designee Mary Fussman

ALLEGATION:

Direct care staff member Rebecca Hopkins would not let Resident A do his laundry and she proceeded to argue with him telling him “if he did not shit himself, then he wouldn’t need to do his laundry”.

INVESTIGATION:

On March 27, 2024, a complaint was received via Bureau of Community and Health Systems online complaint system with concerns direct care staff member Rebecca Hopkins would not let Resident A do his laundry, argued with Resident A and told him, "if he did not shit himself, then he wouldn't need to do his laundry." Office of Recipient Rights advisor, Angela Wend will also be investigating the concerns.

On April 19, 2024, I completed an unannounced on-site investigation at Pickard Street Home and spoke to direct care staff member Kelly Isenhath and reviewed Resident A's resident record. Ms. Isenhath stated Resident A told direct care staff member, whose role is assistant manager, Ms. Hodges that direct care staff member Ms. Hopkins was mean to him because she would not let him do his laundry after he had bowel incontinence. Ms. Isenhath stated there are progress notes in the log dated March 23, 2024, written by Ms. Hopkins which stated, "[Resident A] asked to do a load of laundry, and staff wanted to prompt him to wait until his laundry day the next day." Ms. Isenhath stated she has not had any concerns with Ms. Hopkins treatment toward residents in the past and does not think she would have made a comment like this to him but it is possible she argued with Resident A. Ms. Isenhath stated she does not believe that Resident A would disclose something a month later that did not occur.

According to Resident A's resident record, Resident A has a diagnosis of Prader-Willi syndrome and Parkinsons like symptoms. Resident A attends Mid-Michigan Industries during the day. According to his *Community Mental Health Person Centered Plan*, there are no restrictions noted for completing his own laundry. According to Resident A's *Assessment Plan for AFC Residents* under B. Participates in Household Chores: "[Resident A] is responsible for cleaning his bedroom / bathroom and doing his laundry." I reviewed the March 23, 2024, progress note written by Ms. Hopkins which stated the following:

"[Resident A] asked to do a load of laundry after staff allowed him to. Once finished staff went to start towels and he tried doing another load of his own. Staff tried prompting him to wait until tomorrow as it is his laundry day and he began to get upset and told staff "then if you get fired, you get fired". Staff reminded him that it is not his laundry day today and that he will have all day tomorrow to finish his laundry. [Resident A] put his blanket in the washer because it had BM on it."

I interviewed Resident A who stated he has resided at Pickard Street Home since he was a teenager and Rebecca Hopkins is the only direct care staff member, he has had an issue getting along with. Resident A stated Ms. Hopkins was mean to him but "he is over it now" because it was a long time ago. Resident A stated the issue she did not let him do his laundry and she was "snappy and rude" to him. Resident A stated she was talking mean to him but did not physically hurt him. Resident A initially stated he did not feel comfortable saying the swear word Ms. Hopkins said to him but when asked if she made the statement "if you did not shit yourself, you wouldn't need to do laundry", he looked down and nodded "yes." Resident A stated he feels safe residing at Pickard

Street Home and he has never had any issues with her other than this incident and he was eventually able to do his laundry. Resident A stated the interaction with her made him feel “very uncomfortable.”

I interviewed Resident B who stated he does not recall how long he lived there but stated all the direct care staff members who work there are very nice. Resident B stated he gets along well with Ms. Hopkins however she does not get along with all the residents. Resident B stated he has observed Ms. Hopkins yelling at Resident A in the past. Resident B stated a few weeks ago he observed Ms. Hopkins yelling at Resident A about doing his laundry. Resident B stated he did not remember what she said but he could tell by the yelling and her tone, that she was upset and Resident A looked worried during this incident. Resident B stated he did not know if Ms. Hopkins swore during the incident or if Resident A feared her during this, but he stated he was uncomfortable listening to Ms. Hopkins talking to Resident A like this because she was yelling so loudly. Resident B stated Ms. Hopkins has never yelled at him or another resident, only Resident A.

I interviewed Resident C who stated there are no issues and the staff are not rude at Pickart Street Home. Resident C stated she has heard Ms. Hopkins get upset and yell at a resident but she did not remember who because it was a few weeks ago. Resident C stated she has never heard Ms. Hopkins swear. Resident C stated Ms. Hopkins has never yelled at her and she feels safe living at Pickard Street Home.

I met Resident D however she stated she did not feel comfortable completing an interview.

On April 30, 2024, I interviewed direct care staff member Morgan Welsh. Ms. Welsh stated she has concerns regarding Rebekah Hopkins because she had her yelling at Resident A through the closed door so she knows it was loud. Ms. Welsh stated after the incident Resident A started to cry on Ms. Welsh’s shoulder which “broke her heart.” Ms. Welsh stated Ms. Hopkins will mock the residents when they are not looking by mimicking how they are eating, chewing, or what they do with their hands. Ms. Welsh stated during the incident on March 23, 2024, it was not Resident A’s laundry day and he had more than one load and Ms. Hopkins was arguing with Resident A saying it did not need to be washed because it was not his day and she was upset with him about it. Ms. Welsh stated Resident A told Ms. Hopkins he was going to call Recipient Rights and get her fired and she said, “you aren’t going to threaten my job like this.” Ms. Welsh stated she came in and said to them both, “can we just take a break?” and Ms. Hopkins told her she continued to tell Resident A that she will not tolerate him threatening her job. Ms. Welsh stated the rest of the day, none of the residents would talk to Ms. Hopkins about anything and they all went to her instead. Ms. Welsh stated she has not observed Ms. Hopkins treating anyone in a disrespectful manner since that incident. Ms. Welsh stated Resident A did not express that he was fearful of Ms. Hopkins but kept saying he did not want to get in trouble. Ms. Welsh stated Resident A would not make things up or lie about it an incident like this and if he reports concerns, they are typically true.

On April 30, 2024, I interviewed licensee designee Mary Fussman. Ms. Fussman stated she does not remember anyone reporting the concerns to her when this occurred, however, it was recently brought to her attention and she spoke with the assistant manager, Jennifer Hodges about this. Ms. Fussman stated Ms. Hopkins has been a pretty good employee but she has only been there about a year and has done an "adequate job."

I received an email from licensee designee Mary Fussman with Ms. Hopkins training records and was able to verify she completed all required licensing trainings including updating Recipient Rights and Person-Centered Planning in January 2024. Ms. Fussman stated she does not have any disciplinary concerns or documentation in her employee record regarding her demeanor toward the residents.

On April 30, 2024, I interviewed direct care staff member Stephanie Lycos. Ms. Lycos stated she was aware of the incident with direct care staff member Ms. Hopkins and Resident A. Ms. Lycos stated she was working on March 23, 2024 and noticed Resident A had an accident and there was soiled laundry from his bedding. Ms. Lycos stated there are certain specific laundry days but Resident A asked if it was okay to do his laundry and Ms. Hopkins started yelling about his laundry day was not until the next day so he could not do the laundry. Ms. Lycos stated Ms. Hopkins then mumbled under her breath to Resident A. "Well if you did not shit yourself, then you would not have to" and he heard her say this. Ms. Lycos stated Resident A did not seem affected by the statement. Ms. Lycos stated Ms. Hopkins has never spoken to any of the other residents like this. Ms. Lycos stated other residents do not appear to be fearful of Ms. Hopkins but Resident A does. Ms. Lycos stated the other residents have told her they do not want Ms. Hopkins to lose her job. Ms. Lycos stated she has never heard any other direct care staff members speak like this. Ms. Lycos stated she has not worked with Ms. Hopkins a lot lately but does not think this has occurred again.

On May 1, 2024, I interviewed direct care staff member Rebecca Hopkins. Ms. Hopkins stated since she has completed trainings on how to work with residents and Resident Rights because "everyone has their own way of taking things." Ms. Hopkins stated on March 23, 2024, she informed Resident A that everyone has a laundry day but residents can do laundry as needed. Ms. Hopkins stated she did allow Resident A to wash his bedding however Resident A was upset with her because she said to do it the next day. Ms. Hopkins stated Resident A was upset with her and raised his voice with her and told her she was going to lose her job because she did not let him do anything. Ms. Hopkins stated she did get a little frustrated with him during this incident but she stated she tried to keep herself calm as well as him. Ms. Hopkins stated she did not yell at him but she did try to talk over him because he was yelling at her. Ms. Hopkins stated she did not swear at him at any time or say that if he did not have an accident then he would not have had to do any laundry.

On May 1, 2024, I interviewed direct care staff member, whose role is assistant home manager, Jennifer Hodges. Ms. Hodges stated direct care staff member Ms. Lycos

informed her she witnessed Ms. Hopkins yelling at Resident A because she did not want him to do laundry. Ms. Hodges stated Resident A did not report to her that Ms. Hopkins swore at him or yelled however Resident A is not a person to threaten to call recipient rights and believes Resident A if he is reporting concerns. Ms. Hodges stated Resident A yelling and having arguments with staff members is not typical behavior. Ms. Hodges also stated she will be addressing these concerns with Ms. Hopkins so this does not occur again.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p> <p>A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>Based on the interviews with direct care staff member Ms. Welsh, Ms. Lycos, Ms. Isenhath and interviews with Resident A, Resident B, and Resident C there is evidence to determine Ms. Hopkins did not treat Resident A with respect and dignity while arguing with Resident A about laundry. Resident A confirmed Ms. Hopkins spoke to him in a loud, harsh voice about wanting to laundry and other resident overheard this yelling which was uncomfortable for all. Ms. Isenhath and Ms. Hodges both stated Resident A is not a resident who makes false allegations. Lastly, Ms. Hopkins stated she was upset and probably did raise her voice because she was trying to talk over Resident A but keep him calm at the same time.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

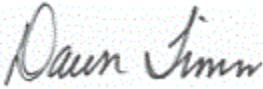


Jennifer Browning
Licensing Consultant

05/02/2024

Date

Approved By:



05/06/2024

Dawn N. Timm
Area Manager

Date