



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 28, 2024

Marcia Curtis
CSM Serenity, LLC
61 Sheldon Ave., SE
Grand Rapids, MI 49503

RE: License #: AL030393312
Investigation #: 2024A0464033
Macatawa West

Dear Mrs. Curtis:

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. In the event that I am not available, and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

Megan Aukerman, MSW

Megan Aukerman, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 438-3036

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL030393312
Investigation #:	2024A0464033
Complaint Receipt Date:	04/15/2024
Investigation Initiation Date:	04/15/2024
Report Due Date:	06/14/2024
Licensee Name:	CSM Serenity, LLC
Licensee Address:	61 Sheldon Ave., SE Grand Rapids, MI 49503
Licensee Telephone #:	(616) 745-4675
Administrator:	Marcia Curtis
Licensee Designee:	Marcia Curtis
Name of Facility:	Macatawa West
Facility Address:	1714 West 32nd St Holland, MI 49423
Facility Telephone #:	(616) 699-2015
Original Issuance Date:	05/10/2018
License Status:	REGULAR
Effective Date:	11/07/2022
Expiration Date:	11/06/2024
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL/AGED

II. ALLEGATION(S)

	Violation Established?
Residents are not getting enough food to eat.	No

III. METHODOLOGY

04/15/2024	Special Investigation Intake 2024A0464033
04/15/2024	APS Referral Referral came from APS
04/15/2024	Special Investigation Initiated - Telephone Erika Zoerhof, Manager
04/17/2024	Inspection Completed On-site Keyana Carson (Manager), Mariela Olivarez (Staff), Residents A, B, C & D
05/28/2024	Exit Conference Marcia Curtis, Licensee Designee

ALLEGATION: Residents are not getting enough food to eat.

INVESTIGATION: On 04/15/2024, I received an online BCAL complaint from Adult Protective Services (APS), which alleged residents are being given too small of portions for meals.

On 04/15/2024, I spoke to manager, Erika Zoerhof. Mrs. Zoerhof stated she is not at the facility on a daily basis, as she works from other facilities as well, but when she is there, she has observed an ample food supply. Mrs. Zoerhof stated she has not heard any complaints regarding residents not being given enough food.

On 04/17/2024, I completed an unannounced, onsite inspection at the facility. I interviewed staff Keyana Carson and Mariela Olivarez. Both staff stated the facility is well stocked with food supply. The food is ordered through Gordon Food Services. Both Ms. Carson and Ms. Olivarez denied hearing residents complain about not getting enough food to eat.

I then toured the facility, specifically the kitchen. The refrigerator, freezer and pantry had plenty of food items. Ms. Carson then provided the facility menu. The menu reflected residents are prepared three nutritious meals per day. Ms. Carson stated residents also get snacks two times per day.

I then interviewed Residents A, B, C and D all individually. All four residents stated they are given enough food to eat during each meal. All four residents stated they like the facility food. Residents A, B, C and D reported they are provided breakfast, lunch, and dinner, along with two snacks. Residents A and D reported they will often get a second helping with certain meals.

On 05/28/2024, I completed an exit conference with licensee designee, Marcia Curtis. She was informed of the investigation findings and recommendations.

APPLICABLE RULE	
R 400.15313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.
ANALYSIS:	<p>On 04/15/2024, a complaint was received alleging residents are not being given enough food to eat.</p> <p>On 04/17/2024, an unannounced, onsite inspection was completed at the facility. Facility staff Erika Zoerhof, Keyana Carson, and Mariela Olivarez were interviewed. All three staff reported residents are given enough food to eat.</p> <p>Residents A, B, C and D were interviewed, individually. All four residents reported they are given plenty of food to eat. Residents A, B, C and D reported they are given breakfast, lunch, and dinner, along with two snacks during the day.</p> <p>A tour of the facility was completed. The refrigerator, pantry and freezer were observed to have plenty of food. The facility menu was reviewed and reflected residents are provided three nutritious meals per day.</p> <p>Based on the investigative findings, there is insufficient evidence to support a rule violation that residents are not being given enough food to eat.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend that the licensing status remain unchanged.

Megan Aukerman, MSW

05/28/2024

Megan Aukerman
Licensing Consultant

Date

Approved By:



05/28/2024

Jerry Hendrick
Area Manager

Date