



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

April 16, 2024

Sherri Turner
Adult Learning Systems-Lower Michigan
Suite F
8170 Jackson Road
Ann Arbor, MI 48103

RE: License #: AS500082431
Investigation #: 2024A0617010
Meadow Lane

Attached is the Special Investigation Report for the above referenced facility. Substantial violations were found but violations were corrected prior to investigation.

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 (248) 975-5053.

Sincerely,

A handwritten signature in blue ink, appearing to be "EJ".

Eric Johnson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
3026 W Grand Blvd.
Detroit, MI 48202

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS500082431
Investigation #:	2024A0617010
Complaint Receipt Date:	01/09/2024
Investigation Initiation Date:	01/10/2024
Report Due Date:	03/09/2024
Licensee Name:	Adult Learning Systems-Lower Michigan
Licensee Address:	Suite F 8170 Jackson Road Ann Arbor, MI 48103
Licensee Telephone #:	(734) 408-0112
Administrator:	Sherri Turner
Licensee Designee:	Sherri Turner
Name of Facility:	Meadow Lane
Facility Address:	48173 Meadow Lane Chesterfield, MI 48047
Facility Telephone #:	(734) 408-0112
Original Issuance Date:	02/08/1999
License Status:	REGULAR
Effective Date:	08/08/2023
Expiration Date:	08/07/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff Tiffany Banks does not treat the residents with dignity and respect.	Yes

III. METHODOLOGY

01/09/2024	Special Investigation Intake 2024A0617010
01/10/2024	Special Investigation Initiated - Letter Email sent to LD Sherri Turner
01/11/2024	Contact - Document Sent Email sent to Ms. Turner
01/12/2024	Contact - Document Received Email received from Ms. Turner
01/12/2024	Contact - Telephone call made TC to Ms. Banks
01/19/2024	Contact - Document Sent Email sent to Ms. Turner
01/19/2024	Contact - Document Received Email received - Ms. Banks employee file
01/19/2024	Contact - Telephone call made TC to Ms. Banks
01/22/2024	Inspection Completed On-site I completed an unannounced onsite inspection of the facility. During my onsite inspection I interviewed staff Jeanette Woods Residents A, B, and C.
01/29/2024	Contact - Document Received Email received- Ms. Banks Disciplinary file
01/29/2024	Contact - Telephone call made TC to Ms. Banks

03/08/2024	Exit Conference Exit conference held with licensee designee Sherri Turner
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ALLEGATION:

Staff Tiffany Banks does not treat the residents with dignity and respect.

INVESTIGATION:

On 01/09/24, I received a complaint regarding the Meadow Lane facility. According to the complainant, staff Ms. Tiffany argues with staff Ms. Verlinda Sterling. They appeared ready to fight many times and it was a matter of time before weapon's were to come into play. It is unknown if Ms. Sterling quit. Also, Ms. Banks would burn the food that was fed to the residents. Ms. Banks is always lying and yelling at the residents. Ms. Banks walked towards Resident A with a knife while he was eating. Ms. Banks' driving is not adequate as she is always blowing her horn when driving the facility van. She drives very fast and residents are often scared while riding with her.

On 01/22/24, I completed an unannounced onsite inspection of the facility. During my onsite inspection I interviewed staff Jeanette Woods Residents A, B, and C.

According to Resident A, former staff Ms. Tiffany would argue all the time with former staff Ms. Verlinda Stalling. There were many times that the two staff members appeared ready to fight. Resident A became fearful that one of the two would get a weapon like a knife and cause severe harm to the other. Resident A stated that neither Ms. Banks nor Ms. Stallings still work in the home. Resident A said he hasn't seen both staff in months. Resident A stated that there was a time in the summer when Ms. Banks was grilling dinner and the grill caught fire and all of the food was burned and inedible. According to Resident A, he and Ms. Banks never got along because she was always lying and yelling at the residents. Resident A stated that while he was sitting at the table eating, Ms. Banks walked behind him with a knife that she was cooking with. He stated that she did not threaten him or make any threatening moves towards him with the knife while he was eating. Resident A stated that he just didn't feel comfortable with her standing so close to him with such a sharp object. According to Resident A, Ms. Banks is a terrible driver as she is always blowing her horn when driving the facility van. She drives very fast, and residents are often scared while riding with her.

According to staff Ms. Jeanette Woods, Ms. Banks no longer works at the facility. Ms. Woods stated that Resident A and Ms. Banks have a history of having issues with each other, but she has never witnessed Ms. Banks do anything to him or any of the other residents. According to Ms. Woods, Ms. Banks and Ms. Stallings would get into very heated verbal arguments in the home that resulted in all of the staff having a meeting with management. It was decided that Ms. Banks and Ms. Stallings would not be scheduled together to avoid conflicts. Ms. Woods stated that Ms. Banks was often in trouble at work and was written up multiple times, suspended and ultimately terminated.

Ms. Woods stated that Ms. Banks was suspended for erratic driving. Ms. Woods stated that over the summer, Ms. Banks was out back grilling dinner for the residents and the grill caught on fire and the food was burned.

According to Resident B, Ms. Banks was mean to the residents as she often yelled at them for no reason. Ms. Banks driving was bad and scary most of the time. Resident B did not have any issues with the food Ms. Banks prepared. Resident B had no other concerns to report.

According to Resident C, he did not have any issues with Ms. Banks or any other staff. Resident C stated that everything is fine, and he did not have any concerns to report.

While onsite, I reviewed staff schedules. Ms. Banks was not listed on the staff schedule for the months of December 2023 or January 2024.

During the onsite investigation, I inspected the facility. The home was clean and there were no concerns to report. During the onsite investigation, I reviewed several resident files, and the facility appears to be properly caring for the residents.

On 01/29/24, I received and reviewed Staff Tiffany Banks files. According to her file, Ms. Banks worked at Meadow Lane from 3/28/21 to 10/14/23 (terminated). Ms. Banks file indicated that it was requested that Ms. Banks work on dignity and respect for all consumers and learn how not to get upset and control her tone of voice. The file indicated that Ms. Banks must not under no circumstances be involved in workplace drama or gossip. Ms. Banks will pay attention while driving the company vehicle and not drive acracically. Ms. Banks will respect all consumers and staff while working at the facility.

Ms. Banks disciplinary records include the following:

-On 3/17/23 Regional Director received a call from Resident C's mom informing how rude Ms. Banks was and that Ms. Banks told her she couldn't pick up her son from the group home. According to the record, this type of behavior is unacceptable unless there is something in writing from the guardian stating that the resident cannot leave with his mom. Ms. Banks is not to disrespect the mom or tell her she can or cannot come to the home and shall this incident occur in the future it will result in a 3-day suspension (written warning).

-On 5/9/23 Ms. Banks refused to let a resident leave their coffee cup on the kitchen counter without using a coaster which is a facility code of ethics violation and a Macomb recipient right violation of dignity and respect #15145. (written warning)

-On 5/9/23 Ms. Banks threatened to call a consumer's guardian to have them removed from the house which is a recipient rights violation of Abuse III report #15145 (written warning).

- On 5/10/23 it was reported that Ms. Banks was driving erratically and failing to follow the safety laws and regulations while transporting consumers which is a failure to follow facility safety policy and is a recipient rights violation of Neglect III report #15142 (suspended 3 days).

-On 5/10/23 it was also reported Ms. Banks was being rude, yelling, telling consumers to "shut up and clapping her hands in front of their faces which is a violation of facility code of ethics and a recipient rights violation of Abuse III report # 15142 (suspended 3 days).

-On 8/20/23 Ms. Banks was given a written warning for Abuse III and Dignity and respect.

-On 8/25/23 Ms. Banks was suspended for three days for Abuse III - Failure to follow safe driving laws when transporting consumers.

-On 9/15/23 My Banks was suspended for 5 days for Dignity and Respect and Neglect III

-On 9/1/23 the facility received a report #15183 from Macomb County Community Mental Health with recipient rights violations of dignity and respect for arguing with your co-workers creating an unconformable environment and yelling and calling residents names in a degrading/demanding manner (suspended for 5 days).

-On 9/1/23 Ms. Banks also received a recipient rights violation report #15183 of Neglect II due to reports of driving erratically and failing to follow safety laws and regulations when transporting residents at Meadow Lane (suspended for 5 days).

-On 10/10/23 the facility received a Macomb Office of recipient rights report #15271 substantiated a rights violation of Abuse III on Ms. Banks for calling consumers names and communicating in a way that is degrading and humiliating. In that same report #15271 A violation of choice of physician/mental health professional was substantiated for failure to follow the guardian/consumers choice in the medical physician they choose. In that same report #15271 Ms. Banks was also substantiated for family rights for failure to follow the resident service plan and inform the guardian of an appointment Ms. Banks scheduled for the consumer to receive blood work (terminated).

I made multiple attempts to contact Ms. Banks but was unsuccessful.

On 03/08/24, I held an exit conference with licensee designee Sherri Turner informing her of the findings of the investigation. Ms. Turner was not available, therefore a voicemail was left.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Based on the information gathered through my interviews and documentation reviews, Ms. Tiffany Banks did not treat residents with dignity and his or her personal needs, including protection and safety, were not attended to at all times in accordance with the provisions of the act. Ms. Banks would often get upset and use inappropriate tones with residents. Ms. Banks had multiple driving violations when transporting residents. It is documented that Ms. Banks often did not pay attention and drove acatically while driving the company van. Ms. Banks also had multiple Recipient Rights violations for not respecting the residents in the home. On 01/29/24, I received and reviewed staff Tiffany Banks employee file. According to her file, Ms. Banks worked at Meadow Lane from 3/28/21 to 10/14/23. Ms. Banks has a lengthy disciplinary record as she was written up multiple times, suspended and ultimately terminated.
CONCLUSION:	VIOLATION ESTABLISHED BUT CORRECTED

IV. RECOMMENDATION

I recommend that the special investigation be closed with no change to the status of the license.

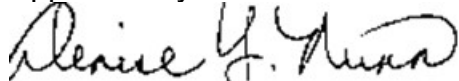


03/08/24

Eric Johnson
Licensing Consultant

Date

Approved By:



4/16/2024

Denise Y. Nunn
Area Manager

Date