



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 25, 2024

Delissa Payne
Spectrum Community Services
Suite 700
185 E. Main St
Benton Harbor, MI 49022

RE: License #: AS410269176
Investigation #: 2024A0467037
Iris

Dear Mrs. Payne:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation 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 the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the 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 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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Anthony Mullins".

Anthony Mullins, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS410269176
Investigation #:	2024A0467037
Complaint Receipt Date:	05/21/2024
Investigation Initiation Date:	05/21/2024
Report Due Date:	07/20/2024
Licensee Name:	Spectrum Community Services
Licensee Address:	Suite 700 185 E. Main St Benton Harbor, MI 49022
Licensee Telephone #:	(734) 458-8729
Administrator:	Delissa Payne
Licensee Designee:	Delissa Payne
Name of Facility:	Iris
Facility Address:	3728 Iris Drive, SW Grandville, MI 49418-1884
Facility Telephone #:	(616) 538-4921
Original Issuance Date:	09/30/2004
License Status:	REGULAR
Effective Date:	03/31/2023
Expiration Date:	03/30/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Drywall and flooring in the basement have yet to be replaced after a flood in January 2024.	Yes

III. METHODOLOGY

05/21/2024	Special Investigation Intake 2024A0467037
05/21/2024	Special Investigation Initiated - Telephone
05/22/2024	Inspection completed – onsite
05/22/2024	Telephone call made – Jordan Walch
05/23/2024	Contact – documentation received via email from Jordan Walch
06/24/2024	Exit conference with licensee designee, Delissa Payne.
06/25/2024	APS Referral

ALLEGATION: Drywall and flooring in the basement have yet to be replaced after a flood in January 2024.

INVESTIGATION: On 5/21/24, I received a complaint via phone regarding the basement of the facility. The complainant confirmed the allegations, listing concerns regarding the drywall and carpeting not being replaced. The complainant stated that residents are walking on cement floors, which is a concern due to their bedrooms being in the basement.

On 5/22/24, I made an unannounced onsite investigation at the facility. Upon arrival, direct care staff Latoya Berkampas and Jeanine Dickens answered the door and allowed entry into the home. Staff assisted me to the basement of the home to see the conditions. I observed the basement floor was missing carpet and flooring in the common areas and bedrooms. I also noticed drywall missing at the bottom of the walls in the common areas and bedrooms. Ms. Dickens stated that the basement flood occurred on March 2nd, 2024. When asked about the delay in repairing the drywall and flooring, Ms. Dickens stated that she was told that contractors were booked out. Ms. Dickens stated that Resident A, Resident B, and Resident C's bedrooms are in the basement, all of which are without flooring since the flood. Ms. Dickens stated that the old sump pump was replaced, and an additional one was added to the basement to prevent a similar situation from occurring.

Ms. Dickens stated that direct care worker, Jordan Welch has been obtaining quotes to have the basement flooring and drywall repaired. However, she is unsure as to

when the first quote was obtained. Ms. Dickens added that once the drywall is repaired, the flooring will follow. I then spoke to Ms. Berkampas regarding the basement condition. Ms. Berkampas stated that when the flood occurred, the carpet was removed and the sump pump was replaced. During some of the repairs, residents were sleeping in the rooms upstairs temporarily. Ms. Berkampas confirmed that residents ask often as to when the basement will be completely repaired. The exact timeframe as to when the repair will occur is unknown. Ms. Berkampas and Ms. Dickens were thanked for their time as this home visit concluded.

On 5/22/24, I spoke to Jordan Walch, associate director for Spectrum Community Services via phone. Ms. Walch stated that the flood in the basement occurred on or around March 2nd. Ms. Walch stated that the flood is a result of a foundation leak and from her understanding, there are only 2 foundation specialists in the State of Michigan that can appropriately address the situation. Therefore, finding a professional to address the problem was difficult. Ms. Walch stated that they had a person come to the home to review the flooring. However, their flooring specialist stated that the drywall needs to be repaired first prior to installing new flooring. Ms. Walch stated that Spectrum Community Services continues to work on obtaining quotes to have the issue rectified. However, they continue to run into issues with vendors being several weeks out.

Ms. Walch stated that the flooring in the basement and the bottom of the drywall had to be cut out and removed. Ms. Walch stated that Spectrum Community services has received 2 quotes for drywall so far. The first quote was high, and the 2nd was low. To ensure they have reasonable options, a 3rd quote was requested. The 3rd quote was supposed to be completed last week. However, the company stated that it will now be delayed a few weeks. Due to this, Ms. Walch stated that Spectrum Community Services cannot keep waiting. Therefore, they will proceed with a quote from a different company as soon as possible. Ms. Walch stated that Executive Director, Delissa Payne should have copies of the quotes for the basement repairs, and she will send that over in an email, in addition to a timeline as to when the flood occurred.

On 5/23/24, Ms. Walch sent me an email confirming that the flood in the AFC occurred in January 2024 as opposed to March 2024. Ms. Walch stated that the facility should have a quote for the drywall within the next 1-2 days. The email also included a timeline that details when the flood first occurred and the subsequent communication. The timeline indicates that a water leak was first noticed on 1/27/24. Between 1/27/24 and 5/22/24, Spectrum community Services has been in communication with foundation specialist, flooring specialist, and drywall specialist. The flooring specialist would like the drywall to be repaired prior to replacing the flooring. As of 5/22/24, two-three contractors are scheduled to provide quotes for the basement.

On 6/24/24, I sent Ms. Walch an email inquiring on the completion of the repair work in the basement. Ms. Walch responded stating that the drywall has been repaired

and the flooring specialist has ordered the flooring. I then received a call from Ms. Walch and Ms. Johnson and they confirmed that once the flooring arrives, the flooring specialist will schedule a date to install. Ms. Johnson confirmed that the drywall was installed on 6/18/24. Ms. Walch and Ms. Johnson agreed to notify me when the flooring is installed and provided documentation to verify the basement repair is 100% complete.

On 06/24/24, I conducted an exit conference with licensee designee, Delissa Payne. She was informed that due to the repair taking approximately 5 months to complete, a corrective action plan is required and due within 15 days of receipt of this report.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(5) Floors, walls, and ceilings shall be finished so as to be easily cleanable and shall be kept clean and in good repair.
ANALYSIS:	Documentation was received confirming that the basement flood first occurred at the end of January 2024. Management within Spectrum Community Services have been in communication with contractors to address the needed work (sump pump repair/replacement, flooring repair, and drywall). However, as of 6/24/24, the basement is still in need of flooring. Due to the amount of time (5 months) this repair has taken and residents sleeping in the basement bedrooms, there is a preponderance of evidence to support the allegation.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no changes to the current license status.

Anthony Mullins

06/24/2024

Anthony Mullins
Licensing Consultant

Date

Approved By:

Jerry Hendrick

06/25/2024

Jerry Hendrick
Area Manager

Date