



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 1, 2024

Holly Heath
Community Opportunity Center NPHC
14147 Farmington Rd
Livonia, MI 48154

RE: License #: AL820007574
Investigation #: 2024A0575022-Plymouth Opportunity House

Dear Ms. Heath:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 (517) 284-9720.

Sincerely,

A handwritten signature in blue ink that reads "Jeffrey J. Bozsik".

Jeffrey J. Bozsik, Licensing Consultant
Bureau of Community and Health Systems
(734) 417-4277

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

I. IDENTIFYING INFORMATION

License #:	AL820007574
Investigation #:	2024A0575022
Complaint Receipt Date:	07/19/2024
Investigation Initiation Date:	07/22/2024
Report Due Date:	08/18/2024
Licensee Name:	Community Opportunity Center NPHC
Licensee Address:	14147 Farmington Road Livonia, MI 48154
Licensee Telephone #:	(734) 838-0536
Administrator:	Holly Heath
Licensee Designee:	Holly Heath
Name of Facility:	Plymouth Opportunity House
Facility Address:	593 Deer Plymouth, MI 48170
Facility Telephone #:	(734) 455-2669
Original Issuance Date:	01/22/1987
License Status:	REGULAR
Effective Date:	05/14/2024
Expiration Date:	05/13/2026
Capacity:	16
Program Type:	DD; MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
There is not a designated food prep staff.	No
The menus are outdated.	No
Residents are being served expired meats.	Yes

III. METHODOLOGY

07/19/2024	Special Investigation Intake-2024A0575022
07/19/2024	APS Referral
07/21/2024	Special Investigation Initiated – Telephone- complainant
07/24/2024	Contact - Telephone call made- Michigan Department of Agriculture and Rural Development (MDARD) food inspector, Sara Jones
07/25/2024	Inspection Completed-BCAL Sub. Compliance-interviews with (a) home manager, Dasha Betts; (b) program manager, Felisha Wilkerson; (c) medication coordinator, Tracey Lawson; and (d) Residents A-D
07/25/2024	Exit Conference with Holly Heath

ALLEGATION:

There is not a designated food prep staff.

INVESTIGATION:

An APS referral was received.

On 7/21/2024, I contacted the complainant who stated that (a) there was no longer a food prep staff on site since the previous food prep staff transferred to another of the licensee’s facilities; (b) the daily menus were outdated; and, (c) Dasha Betts buys

outdated meats, blacks out the expiration dates, writes a new date on the meats, and then serves the residents the outdated meats at meal times.

On 7/25/2024, I interviewed both home manager, Dasha Betts and program manager, Felisha Wilkerson. Felisha stated that since the food prep staff had transferred to another one of the licensee’s facilities, she was having the previous food prep staff, Tracey Lawson, who had become the facility’s medication coordinator, return to being the food prep staff on an interim basis until a permanent replacement could be hired. Tracey Lawson agreed to the temporary re-assignment.

APPLICABLE RULE	
R 400.15201	Qualifications of administrator, direct care staff, licensee, and members of household; provision of names of employee, volunteer, or member of household on parole or probation or convicted of felony; food service staff.
	(14) A licensee shall employ at least 1 individual who is qualified by training, experience, and performance to be responsible for food preparation. Additional food service staff shall be employed as necessary to ensure regular and timely meals.
ANALYSIS:	Since Felisha Wilkerson, Dasha Betts and Tracey Lawson agreed to the change in duties, then the licensee employs at least 1 individual who is qualified by training, experience, and performance to be responsible for food preparation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

The menus are outdated.

INVESTIGATION:

On 7/25/2024, Felisha Wilkerson provided, and I reviewed both the daily menus and the monthly rotation of menus that the facility uses. The menus of regular diets are written at least 1 week in advance and posted. There was a space for any changes/substitutions.

APPLICABLE RULE	
R 400.15313	Resident nutrition.
	(4) Menus of regular diets shall be written at least 1 week in advance and posted. Any change or substitution shall be noted and considered as part of the original menu.
ANALYSIS:	There's no known evidence of a violation. The menus of regular diets are written at least 1 week in advance and posted. Any change or substitution is noted and considered as part of the original menu.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Residents are being served expired meats

INVESTIGATION:

On 7/24/2024, I contacted Sara Jones, who works as an MDARD food inspector. She stated that even if the meat is wholesome when bought and you immediately freeze it, the facility staff should not use it after the expiration date.

On 7/25/2024, when I interviewed Dasha Betts and Felisha Wilkerson, we inspected the facility freezers. I found the frozen meats had the expiration dates blacked out and replaced with a new date handwritten on the package. Felisha Wilkerson stated the new date written on the package was the date the food was purchased.

On 7/25/2024, I interviewed Residents A-D who were at the facility when I was conducting my investigation. They all said they were satisfied with the meals they were served.

On 7/25/2024, I conducted an exit conference with Holly Heath. She stated she agreed with my conclusions.

APPLICABLE RULE	
R 400.15402	Food service.
	(1) All food shall be from sources that are approved or considered satisfactory by the department and shall be safe for human consumption, clean, wholesome, and free from spoilage, adulteration, and misbranding.

ANALYSIS:	Even though the food/meat, was wholesome when purchased and immediately frozen, the fact that the staff used expired food for resident meals is contrary to the recommendation of Sara Jones and leads to the conclusion that the food was not safe for human consumption.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable plan of correction; I recommend no changes in the status of the license.



Jeffrey J. Bozsik
Licensing Consultant

Date: 7/29/2024

Approved By:



Ardra Hunter
Area Manager

Date: 8/1/2024