



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

August 15, 2024

Jason Schmidt
New Life Services Inc
36022 Five Mile Road
Livonia, MI 48154

RE: License #: AS630252458
Investigation #: 2024A0605034
Dunham Group Home

Dear Jason Schmidt:

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. 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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Frodet Dawisha". The signature is written in black ink on a white background.

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 W Grand Blvd, Suite 9-100
Detroit, MI 482024

(248) 303-6348

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630252458
Investigation #:	2024A0605034
Complaint Receipt Date:	06/27/2024
Investigation Initiation Date:	06/27/2024
Report Due Date:	08/26/2024
Licensee Name:	New Life Services Inc
Licensee Address:	36022 Five Mile Road Livonia, MI 48154
Licensee Telephone #:	(734) 744-7334
Administrator/Licensee Designee:	Jason Schmidt
Name of Facility:	Dunham Group Home
Facility Address:	3241 Dunham Highland, MI 48357
Facility Telephone #:	(734) 744-7334
Original Issuance Date:	10/31/2003
License Status:	REGULAR
Effective Date:	07/26/2022
Expiration Date:	07/25/2024
Capacity:	5
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Residents have had no access to transportation for a year. Residents are unable to go on outings and their appointments.	Yes

III. METHODOLOGY

06/27/2024	Special Investigation Intake 2024A0605034
06/27/2024	Special Investigation Initiated - Letter Email with Oakland County Office of Recipient Rights (ORR) Katie Garcia
07/01/2024	Contact - Telephone call made Interviewed Easterseals/Macomb Oakland Regional Center (MORC) Care Coordinator Amy Snyder, ORR worker Katie Garcia, and Director of Work Services Randy Alberts with Freedom Work Opportunities (FWO)
07/02/2024	Inspection Completed On-site Conducted an unannounced on-site investigation
07/03/2024	Contact - Document Received Email from New Life Services, Inc. Vice President Sheryl Schmidt
07/23/2024	Contact - Telephone call made Follow up call with Amy Snyder and left message for Resident A's mother/guardian
07/25/2024	Contact - Document Sent Email to Sheryl Schmidt
07/29/2024	Contact - Telephone call made Follow up call with ORR Katie Garcia
08/05/2024	Contact - Telephone call made Follow up with ORR Katie Garcia
08/08/2024	Contact - Telephone call made Left voice mail messages for direct care staff (DCS) Regina Owens, Kathleen Browne, Shanike Owens, Shanice Jackson, and Danyell Crom and New Gateways

08/08/2024	Contact - Telephone call received Discussed allegations with Shanika Owens
08/09/2024	Contact - Telephone call received Lynn McGinty with New Gateways left message
08/12/2024	Contact - Telephone call received Discussed allegations with DCS Regina Owens and a return call from HM
08/13/2024	Contact - Telephone call made Discussed allegations with Lynn McGinty with New Gateways
08/13/2024	Contact - Telephone call made Left message for licensee designee Jason Schmidt
08/14/2024	Exit Conference I conducted the exit conference with licensee designee Jason Schmidt.

ALLEGATION:

Residents have had no access to transportation for a year. Residents are unable to go on outings and their appointments.

INVESTIGATION:

On 06/27/2024, intake #201422 was referred by Oakland County Office of Recipient Rights (ORR).

On 07/01/2024, I interviewed via telephone Resident A's Easterseals/Macomb-Oakland Regional Center (MORC) care coordinator Amy Snyder regarding the allegations. Ms. Snyder stated that an attendance agreement was signed by Dunham Group Home regarding attendance at Freedom Work Opportunities (FWO) for Resident A. A letter was received from FWO discharging Resident A from their program due to "lack of attendance." Ms. Snyder reported that the home has been having transportation issues as it was reported to Ms. Snyder by the home manager (HM) Tamaki Lyde that the 2015 van (Ram Promaster 2500) has been in the repair shop multiple times. Ms. Snyder requested FWO to transport Resident A to and from the group home, but FWO declined, stating that they do not have transportation abilities for Resident A who is in a wheelchair. Ms. Snyder plans on meeting at the group home tomorrow as there is a scheduled Zoom meeting with FWO regarding Resident A's discharge from their program. Ms. Snyder was informed by FWO that the group home has been scheduling Resident A's doctor appointments on the days Resident A is supposed to attend

workshop which is Mondays, Thursdays, and Fridays. Ms. Snyder will provide an update as to the outcome of the meeting.

On 07/01/2024, I contacted ORR worker Katie Garcia via telephone. Ms. Garcia is investigating these allegations and will be available via telephone tomorrow for on-site interviews with residents and staff.

On 07/01/2024, I contacted FWO's Director of Work Services Randy Alberts regarding Resident A's attendance. Over the past year, Resident A's attendance decreased to only attending 39% of the time. Due to loss of funding when Resident A is absent, FWO decided to discharge her from their program due to "poor attendance." A meeting was held in the past where the HM reported "van issues." Whenever Resident A is absent, the HM reported it was due to the van in the shop or Resident A had a doctor's appointment. Resident A only attends workshop three days a week: Mondays, Thursdays, and Fridays. Mr. Alberts was also informed that Resident A did not want to come to workshop, so he does not know if Resident A's absence is due to van trouble, doctor appointments, or Resident A just not wanting to come in. Resident A has been attending FWO over 10 years. Initially, FWO was providing transportation, but since Resident A became wheelchair bound, they do not have a wheelchair van; therefore, the responsibility is on the group home to transport her to and from workshop.

On 07/02/2024, I conducted an unannounced on-site investigation at Dunham Group Home. Present were the HM Tamaki Lyde, Resident A, Resident B, Resident C, Resident D, and Resident E. The HM was the only staff member present during this visit. Katie Garcia with ORR was available via telephone during this visit.

I interviewed the HM Tamaki Lyde regarding the allegations. About a week and a half ago, Resident A's care coordinator Amy Snyder with Easterseals/MORC sent an email stated that FWO was discharging Resident A due to poor attendance. The HM stated, "It's not our fault. The van's in and out of the repair shop so there's no transportation." According to the HM, the van was in the repair shop from 01/03/2023-02/11/2023 and then again on 05/23/2024 to present due to the air conditioning not working. The van was taken to Belle Tire who informed them they were unable to make the repairs because they required "aftermarket parts," that they could not get. Then the van was taken to the dealership who informed them they cannot make the repairs because "it's a wheelchair van." Other times, the HM stated that Resident A had meetings to attend with Ms. Snyder or had a standing doctor's appointment for a catheter change once per month on a Thursday. The HM denied that Resident A or any other resident missed their doctor's appointments or outings due to no transportation. When a resident has a doctor's appointment, Dunham Group Home borrows Alta Vista's van to transport the residents to their doctor appointments and to outings. The HM stated that unfortunately, Alta Vista's residents attend workshop at the same time as Dunham Group Home; therefore, they cannot borrow the van during those times. Resident A attends FWO, but Residents B, C, and D, attend New Gateways and Resident E attends Employment Opportunities. Resident A is the only resident who has been discharged from their

workshop program. The HM stated there is only one staff member during the morning shift when all the residents are at workshop, but when all five residents are home, there must be two staff members. The HM could not state why she was the only staff member there when all five residents were present.

I interviewed Resident A in her bedroom. Resident A is in a wheelchair. She is her own guardian. Resident A stated that the HM transports her to her workshop. She likes going to workshop but cannot recall the last time she was there. She stated the HM takes her to her doctor appointments too. Given Resident A's disability, she was unable to provide any further details.

I attempted to interview Resident B, but she was in bed and did not respond to my questions. She appeared to have good hygiene.

I attempted to interview Resident C, who is in a wheelchair but due to her disability, she was unable to provide any information as to the allegations.

I was unable to interview Resident D who is non-verbal. She was sitting in the living room and appeared to have good hygiene.

I interviewed Resident E who was lying in bed. Resident B is supposed to go to workshop but because the "van is broke," she has not been going. She too was unable to provide further information.

I reviewed the letter provided by FWO to Dunham Group Home regarding Resident A. The letter was dated 06/17/2024, that stated that Resident A is being "discharged," from the program effective 07/19/2024 due to "lack of attendance." An agreement was signed when Resident A began services agreeing to attend 90% of her scheduled days, but from 08/2023-05/2024, Resident A only attended 48 of 126 scheduled days which is only 38% of attendance. The letter was signed by FWO's program department director.

I reviewed Resident A's resident care agreement (RCA) signed by Resident A and licensee designee Jason Schmidt on 01/31/2024. According to the RCA, the box was checked regarding "**The basic fees include the following transportation services.**" The following was added under that heading: "**Transportation to and from local outings, medical appointments, and vocational program unless other transportation services have been arranged by the contract agency, or the vehicle is being serviced.**" However, the RCA was not signed by the responsible agency's care coordinator Amy Snyder agreeing to the above statement.

On 07/03/2024, I received an email from New Life Services, Vice President Sheryl Schmidt stating that the van has been repaired and will be picked up on Friday 07/05/2024. The repair was over \$2000.

On 07/23/2024, Sheryl Schmidt emailed me the repair invoice for the most recent repair. According to the repair invoice from Corporate Fleet Services, the van was in the shop from 07/03/2024-07/18/2024. The coolant shut off valve and air conditioning lines and connectors were replaced in the total amount of \$2,090. I also received another repair invoice from Szott M59 Dealership for the van repairs. According to the repair invoice, the repair order was opened on 03/18/2024 and the van was ready and paid on 03/20/2024. The repair included an injector fuel, gasket intake and a lamp bulb. On 07/23/2024, I followed up with Amy Snyder via telephone. Ms. Snyder reported that the Zoom meeting was held at Dunham Group Home with Resident A, the HM, and FWO. Ms. Snyder received approval for vocational transportation for Resident A to and from FWO through West Oakland Transportation Authority (WOTA). WOTA will be transporting Resident A to and from FWO Mondays, Thursdays, and Fridays. FWO acknowledged that once a month, Resident A will not be attending workshop on Thursday due to a doctor's appointment for a catheter change.

On 07/29/2024, I emailed Sheryl Schmidt requesting additional repair invoices within the past year as it was reported by her and the HM that the van was constantly in the repair shop, which is the reason Resident A, and all the other residents were not being transported to their workshop programs. Ms. Schmidt emailed back stating that these were the two repair invoices for the van and that the van was at the repair shops "weeks," at a time when being repaired.

On 07/29/2024, I followed up with ORR worker Katie Garcia. Ms. Garcia will email me all the residents' IPOS, and crisis plans. Ms. Garcia stated that Dunham Group Home is required to provide transportation to the residents, including Resident A as that is in Resident A's IPOS.

On 08/05/2024, I followed up with Katie Garcia regarding Resident A's IPOS with an effective date of 08/01/2023. According to Resident A's IPOS, Resident A attends FWO three days per week with her home providing transportation to/from facility. Ms. Garcia stated based on Resident A's IPOS and Resident A having been discharged from FWO due to "lack of attendance," she will substantiate her case.

On 08/08/2024, I interviewed direct care staff (DCS) Danyell Croom regarding the allegations. Ms. Croom has been with this corporation for one year and four months. She works second and third shifts. There are two DCS per the second and third shifts because all five residents are present. Ms. Croom stated that there are also two DCS every shift during the weekends which includes first shift. Resident A along with the other residents missed workshop due to the van because in the repair shop. Ms. Croom stated, "since I've been with this company, the van has been in the shop a couple of times." She does not know if the residents missed any doctor appointments because appointments are usually occurring during first shift when she does not work.

On 08/08/2024, I interviewed DCS Kathleen Browne regarding the allegations. Ms. Brown has been with this corporation for over 20 years. She too works second or third shifts. There are always two DCS during second and third shifts and during all shifts on the weekends when all five residents are present. Resident A and the other residents have missed workshop because of the van being in the repair shop. Ms. Browne stated that the van has been in the repair shop on/off about four-five times. The last time she knows it was in the repair shop because of the air conditioning but is not sure what the repairs were prior to that. The van is currently repaired and all the residents including Resident A are back to attending workshop. Ms. Browne does not believe any resident missed doctor appointments because many of the residents do not go to the doctors often except for Resident A. She is not sure if Resident A has missed any doctor appointments but does recall one time with Alta Vista's van was used to transport Resident A to the doctor.

On 08/08/2024, I interviewed DCS Shanika Owens regarding the allegations via telephone. Ms. Owens has been working for this corporation since 2014. She too works second or third shifts. There are always two DCS during second and third shifts and always two DCS during all shifts on the weekends when all five residents are present. Resident A and the other residents have missed workshop because of the van being down and in the repair shop. Within the last year, the van was in and out of the repair shop for weeks at a time. She does not recall when the van was in the shop, but stated it was a lot. Once, the van from Alta Vista had to be borrowed for doctor appointments, but Ms. Owens believes that Resident A has missed doctor appointments because of no transportation. The van has been repaired and all the residents are being transported to and from workshop.

On 08/12/2024, I interviewed DCS Regina Owens regarding the allegations. Regina has been working for this corporation for 14 years. She too works second or third shifts and there are always two DCS per those shifts and two DCS during first, second and third shifts on the weekends due to all five residents being present at the home. Regina stated that Resident A and the other residents missed workshop because their van was down. The van "was always in the repair shop," for "days, sometimes weeks." Currently, the van has been repaired and all the residents are attending workshop. She does not know if any resident missed any doctor appointments as doctor appointments occur during first shift when she does not work.

On 08/13/2024, I contacted Lynn McGinty with New Gateways regarding Residents B, C, and D. Residents B, C, and D are approved to attend workshop five days a week; however, they have only attended once or twice a week if that. The van is usually "down," and the most recent issue was the air conditioning was out. Ms. McGinty spoke with Residents B, C, and D care coordinator Amy Snyder with Easterseals/MORC who is now looking for alternative transportation to and from workshop. Ms. Snyder mentioned to Ms. McGinty WOTA to assist in transportation. Ms. McGinty wanted to express that when the van is operating properly, Residents B, C, and D "roll in," around

10-10:30AM when workshop begins at 9:30AM and these residents are last to get picked up. Ms. McGinty believes it is a staffing issue at Dunham Group Home.

On 08/13/2024, I followed up with Sheryl Schmidt who stated that the group home has the signed RCA by the care coordinator Amy Snyder. She emailed the RCA and Ms. Snyder did sign the RCA acknowledging that transportation will be provided if the van is not in the repair shop. Mrs. Schmidt stated that the corporation cannot afford to purchase another wheelchair van as they are extremely expensive. I advised Mrs. Schmidt that the amount of time the van has been in the repair shop (two invoices submitted) does not add up to the amount of days Resident A missed from FWO that resulted in being discharged. Mrs. Schmidt stated, "I didn't know how far back you were going when you requested the repair invoices." I advised Mrs. Schmidt that according to the letter FWO sent to Dunham Group Home, Resident A missed 78 days from 08/2023-05/2024. The repair invoice dated 07/03/2024 which is the most recent invoice was outside of the dates FWO referenced. Mrs. Schmidt will have licensee designee Jason Schmidt contact me to conduct the exit conference.

On 08/14/2024, I conducted the exit conference with licensee designee Jason Schmidt with my findings. Regarding the insufficient staffing violation, Mr. Schmidt stated that it was the HM, Tamaki Lyde's responsibility to ensure that there is sufficient staff during first shift when all five residents were home from workshop. He agreed to submit a corrective action plan.

APPLICABLE RULE	
R 400.14206	Staffing requirements.
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.
ANALYSIS:	On 07/02/2024, there was insufficient staff on first shift when I conducted an unannounced on-site investigation. There was only one staff member, the HM Tamaki Lyde on first shift when Residents A, B, C, D, and E were home. According to Ms. Lyde, there must be two staff members when all five residents are home. However, if the residents are at workshop during first shift, then there is only one staff member present. Residents A, B, C, D, and E have been home during first shift daily due to no transportation to and from their workshops.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.
	<p>(6) At the time of a resident's admission, a licensee shall complete a written resident care agreement. A resident care agreement is the document which is established between the resident or the resident's designated representative, the responsible agency, if applicable, and the licensee and which specifies the responsibilities of each party. A resident care agreement shall include all of the following:</p> <p style="padding-left: 40px;">(a) An agreement to provide care, supervision, and protection, and to assure transportation services to the resident as indicated in the resident's written assessment plan and health care appraisal.</p>
ANALYSIS:	<p>Based on my investigation and information gathered, Dunham Group Home did not assure transportation services were available for Resident A to and from her workshop, FWO. According to Resident A's IPOS effective date 08/01/2023, Dunham Group Home is responsible for providing transportation to and from FWO Mondays, Thursdays, and Fridays. The HM and the Vice President Sheryl Schmidt reported that due to the van being in the repair shop consistently, they could not transport Resident A to FWO. Resident A received a letter from FWO stating that due to her only attending 48 of the 126 scheduled days from August 2023-May 2024, FWO discharged Resident A from their program. Ms. Schmidt provided me with two repair invoices for the van. The first invoice showed that the van was at the dealership for two days, 03/18/2024-03/20/2024 and the second invoice was outside the dates of August 2023-May 2024. That repair invoice was from 07/03/2024-07/18/2024; therefore, the number of days the van was in the repair shop does not add up to the amount of days Resident A missed from FWO.</p> <p>Currently, Resident A is back at FWO as her care coordinator Amy Snyder reached out to WOTA who will be providing transportation to and from FWO.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receiving an acceptable corrective action plan, I recommend no change to the status of the license.

Frodet Dawisha

08/14/2024

Frodet Dawisha
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

08/15/2024

Denise Y. Nunn
Area Manager

Date