



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

August 28, 2024

Heather luni  
Kadima Jewish Support Services for Adults with MI  
15999 W Twelve Mile Rd  
Southfield, MI 48076

RE: License #: AS630383361  
Investigation #: 2024A0991030  
Charach 1

Dear Heather luni:

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 dark ink that reads "Kristen Donnay". The signature is written in a cursive, flowing style.

Kristen Donnay, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Place  
3026 W. Grand Blvd. Ste 9-100  
Detroit, MI 48202  
(248) 296-2783

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS630383361
<b>Investigation #:</b>	2024A0991030
<b>Complaint Receipt Date:</b>	08/14/2024
<b>Investigation Initiation Date:</b>	08/14/2024
<b>Report Due Date:</b>	10/13/2024
<b>Licensee Name:</b>	Kadima Jewish Support Services For Adults with MI
<b>Licensee Address:</b>	15999 W Twelve Mile Rd Southfield, MI 48076
<b>Licensee Telephone #:</b>	(248) 559-8235
<b>Administrator:</b>	Clifton Phillips
<b>Licensee Designee:</b>	Heather Iuni
<b>Name of Facility:</b>	Charach 1
<b>Facility Address:</b>	33884 Yorkridge Street Farmington Hills, MI 48331
<b>Facility Telephone #:</b>	(248) 559-5000
<b>Original Issuance Date:</b>	04/26/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/26/2022
<b>Expiration Date:</b>	10/25/2024
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

Violation Established?	
Resident A does not like the midnight staff person, because the midnight staff hits her and yells at her to hurry up when she is making her bed.	Yes

## III. METHODOLOGY

08/14/2024	Special Investigation Intake 2024A0991030
08/14/2024	Special Investigation Initiated - Telephone Call to Office of Recipient Rights
08/14/2024	Referral - Recipient Rights Received from Office of Recipient Rights (ORR)
08/14/2024	APS Referral Received from Adult Protective Services (APS)
08/19/2024	Contact - Telephone call made To ORR worker, Rachel Moore
08/19/2024	Contact - Telephone call made To APS worker, Precious Whitman
08/21/2024	Inspection Completed On-site Unannounced onsite inspection- interviewed staff and residents
08/22/2024	Contact - Telephone call made Interviewed direct care worker, Hotaye Bambara
08/23/2024	Contact - Telephone call made To APS worker, Precious Whitman
08/23/2024	Contact - Telephone call made To ORR worker, Rachel Moore
08/26/2024	Exit Conference Left Message for licensee designee, Heather Iuni

## **ALLEGATION:**

**Resident A does not like the midnight staff person, because the midnight staff hits her and yells at her to hurry up when she is making her bed.**

## **INVESTIGATION:**

On 08/14/24, I received a complaint from the Office of Recipient Rights (ORR) and Adult Protective Services (APS) alleging that Resident A does not like the midnight staff person, because the midnight staff hits her and yells at her to hurry up when she is making her bed. The complaint notes that ORR received an incident report which stated that Resident A reported this information to direct care worker, Timeca Edwards, and subsequently disclosed the same information to the home manager, Aaliyah Black. The accused midnight staff person was determined to be direct care worker, Hotaye Bambara. I initiated my investigation on 08/14/24 by contacting the assigned ORR worker, Rachel Moore.

On 08/21/24, I conducted an unannounced onsite inspection at Charach 1. I interviewed Resident A. Resident A stated that the staff who worked the midnight shift was being mean to her and was hitting her. She stated that she did not know the midnight staff person's name, but the staff is no longer working in the home. Resident A stated that the staff hit her and pushed her on her back. She stated that it did not leave any marks or bruises. This happened three or four times over a couple weeks. It happened in her bedroom and the kitchen. She could not recall if the staff person said anything when she hit or pushed her. She stated that the staff person never swore at her or called her names, she was just mean to her and kind of yelled. Resident A stated that the staff person would come into her room in the morning while she was making her bed. She would come in with an attitude and would tell Resident A that she does not listen. Resident A stated that she never saw this staff person hit anyone else, but Resident B also said that she was mean to him. Resident A and Resident B reported this to staff, Timeca. Resident A stated that this is the only staff person in the home who is mean. She does not have any issues with anyone else.

On 08/21/24, I interviewed Resident B. Resident B stated that he has lived at Charach 1 for a couple of years. He stated that he had issues with the lady who worked midnights, Hotaye Bambara. He stated that he filed a complaint with recipient rights before, because Ms. Bambara was mean to him and everybody else in the home. Resident B stated that Ms. Bambara's tone was mean, and she raised her voice a little bit. She was gruff and had an attitude with everyone. He stated that Ms. Bambara would scream and yell. She did not have a kind approach. She never hit or pushed him, and he never saw her hit or push anyone else. Resident B stated that Ms. Bambara is not working in the home anymore. Nicole, the new midnight staff person, is really nice and he does not have any issues with her.

On 08/21/24, I interviewed Resident C. Resident C stated that she did not like the woman who was working the midnight shift, Hotaye Bambara. Resident C stated that she typically gets up early, and Ms. Bambara would be getting breakfast ready. Ms. Bambara would sing loudly and yell at Resident D. Resident C stated that Ms. Bambara was always yelling at Resident D, telling him that he is not allowed in his room and yelling at him to get dressed. She stated that Ms. Bambara would yell and not just talk in a loud voice. Resident C stated that on one occasion Ms. Bambara asked her to move over when she was sitting in a chair at the table. Ms. Bambara then picked up the chair, with Resident C in it, and moved it. Resident C stated that she was shocked at this situation. Resident C stated that Ms. Bambara mostly yelled at Resident B and Resident D. She would also get on the phone and talk in a different language for the whole morning until the next staff came in for their shift at 8:00am. Resident C stated that things in the home are much better now that Ms. Bambara is gone. All of the residents are happy that she is no longer working in the home. Resident C stated that Resident A said Ms. Bambara hit her. Resident C did not see this happen, but she stated that Resident A does not talk about anyone. Resident A is very quiet and never complains about staff or makes things up. She stated that she could tell Resident A seemed scared. Resident C stated that Ms. Bambara used to take Resident D into his room to help him get dressed. She was not kind to him, and Resident D seemed scared. Resident C stated that Ms. Bambara never hit or pushed her. Resident C stated that she does not have any issues with any other staff in the home. She loves the staff and they are great. She stated that it is easier to get up in the morning now that Ms. Bambara is gone, because she knows they will not be yelled at anymore. The air is not as tense as it was before.

On 08/21/24, I interviewed Resident D. Resident D stated that he does not pay much attention to the staff in the home, because he does not trust them. He stated that Hotaye Bambara yelled at him a couple of times. He stated that she came into his room and started swearing and having a meltdown at 5:00am. He stated that she did not even know what she was saying. He could not remember what she said, but she yelled something in a different language. Resident D stated that he never saw Ms. Bambara hit or push anybody. He stated that she talked all the time and would have conversations with herself loudly in the kitchen. Resident D stated that Ms. Bambara did not speak nicely to anyone in the home. He stated that things are better now that she is not in the home.

On 08/21/24, I interviewed Resident E. Resident E stated that she did not like the midnight staff person, Hotaye Bambara. She stated that it was hard because Ms. Bambara was mostly attacking her and two other residents, Resident B and Resident D. She stated that Ms. Bambara was always antagonizing them. She would make up lies about them and threaten to tell on them. Resident E stated that on one occasion, Ms. Bambara stated, "This is my house. You are just guests." Ms. Bambara was always on the phone during her shift and never cleaned. Resident E stated that Ms. Bambara yelled a lot, and she would talk about the residents behind their backs in a different language. Resident E stated that they all told the home manager that they did not like

Ms. Bambara and that she should not be working in the house. Ms. Bambara eventually got put on leave. Resident E stated that Ms. Bambara would always yell at her that she was in her business. Resident E stated that another resident in the home said that Ms. Bambara pushed her. She did not see this happen, but Resident A was crying and she had to calm her down. Resident E stated that Resident A is a quiet person who is respectful. Resident E stated that Ms. Bambara never hit or pushed her. She stated that things are better now that Ms. Bambara is not in the home. Everybody is doing what they are supposed to do, and the rest of the staff are good.

On 08/21/24, I interviewed Resident F. Resident F stated that when Hotaye Bambara was working in the home, things were sometimes bad, but not all the time. She stated that Ms. Bambara never hit or pushed her. She stated that she yelled sometimes. Resident F stated that she mostly stays out of the way by staying in her room. She stated that the residents are getting along better with the staff now and everything is okay.

On 08/21/24, I interviewed the home manager, Aaliyah Black. Ms. Black stated that she has worked at Charach 1 for nine years and has been the home manager for the past three years. She stated that she received a phone call from direct care worker, Timeca Edwards. Ms. Edwards told her that the residents were sitting on the couch, and she heard Resident B saying that he did not like the midnight staff, Hotaye Bambara. Ms. Edwards then heard Resident A say that the midnight staff hits her. Ms. Edwards called Ms. Black and had her speak with Resident A. Resident A told her that Ms. Bambara hits her when she goes into her bedroom to make her bed. Ms. Black stated that Resident A is pretty quiet and keeps to herself. She does not have a history of making things up, so Ms. Black was inclined to believe her. She stated that Resident B previously filed a grievance against Ms. Bambara. Resident C and Resident E have also stated that they did not like Ms. Bambara. Ms. Black stated that they typically only have one staff person working on the midnight shift, so Ms. Bambara mostly worked by herself. She stated that Ms. Bambara would be ready to leave in the morning when she came in for her shift, so she did not see her interacting with the residents much.

On 08/21/24, I interviewed direct care worker, Timeca Edwards. Ms. Edwards stated that she has worked in the home for four years. She previously worked the midnight shift but has switched to afternoons. She stated that they had just finished dinner and she was doing the dishes. Resident B was sitting in a chair in the living room and started making comments about the midnight staff. Resident A chimed in and said, "I'm tired of her hitting me." Ms. Edwards stated that she never heard Resident A say anything like that before. She asked Resident A to tell her more and Resident A again said, "I'm tired of her hitting me." When Ms. Edwards asked Resident A who she was talking about, Resident A responded, "the midnight girl." Resident A told her that this had been going on for a couple of weeks. Ms. Edwards stated that she called the home manager, Aaliyah Black, and had Resident A talk to Ms. Black. Resident A told Ms. Black the same thing. Ms. Edwards stated that she did not see any marks on Resident A. She stated that Resident A is very meek and humble. She does not talk about things

and does not have a history of making up allegations, so it was surprising for her to say that about the midnight staff. Ms. Edwards stated that Resident A did not say the staff person's name, but Ms. Bambara was the only person working the midnight shift at that time. Ms. Edwards stated that Ms. Bambara was taken off the schedule immediately and has not been back on shift since. Ms. Edwards stated that she did not observe Ms. Bambara interacting with the residents much, as she did not work many shifts with her.

On 08/21/24, I interviewed direct care worker, Roslyn Howard. Ms. Howard stated that she typically works the afternoon shift. She stated that she did not have much interaction with Hotaye Bambara, other than during shift changes. She stated that she did observe Ms. Bambara standing in the kitchen yelling for Resident D, rather than going into his room to wake him up in the morning.

On 08/22/24, I interviewed direct care worker, Hotaye Bambara. Ms. Bambara stated that she worked at Charach 1 for five or six months. She stated that she was fully trained and typically worked the midnight shift. Ms. Bambara denied hitting or pushing Resident A. She stated that the only time she put her hands on Resident A was if Resident A was having a hard time waking up in the morning. She stated that she would put her hand on Resident A's shoulder, gently shake her, and tell her to wake up. She stated that she would then tell Resident A to go brush her teeth and wash her face. She would tell Resident A that she was a woman, so she needed to do these things. Ms. Bambara stated that she never hit or pushed anybody. She has worked in this field for thirteen years and has never hit anybody. Nobody has ever said that she hit them. She stated that sometimes Resident A makes her bed on her own, but other times she does it for her or shows her how to make the bed. She stated that if they are making the bed, Resident A is on one side, and she is on the other side. She never hit or pushed Resident A while they were making the bed. Ms. Bambara stated that she never yells at the residents or raises her voice. She stated that she would sometimes call for Resident D to come out of his room if he went back to sleep after she woke him up. She stated that she would just call Resident D's name and tell him do not go back to sleep. Ms. Bambara stated that she had some issues with staff, Timeca Edwards. She stated that she took over the midnight shifts, and Ms. Edwards moved to afternoons. She stated that staff in the home would talk to the residents about her and ask the residents how she was doing her job. She felt this made the residents not trust her. Ms. Bambara stated that she is not a bad person, and she would never be mean to the residents.

I received and reviewed a copy of an incident report completed by staff, Timeca Edwards, on 08/08/24. The incident report notes that staff was in the kitchen doing the dinner dishes and Resident B made a comment about the midnight staff, stating that he did not like her. Resident A suddenly said she did not like her either. Staff asked Resident A if she was okay, and Resident A said, "the lady keeps hitting me." Staff said, "What?" and Resident A stated, "She keeps hitting me." Staff asked Resident A what happened and she stated that when she makes her bed or is trying to make her bed, staff yells and tells her to hurry up while hitting her at the same time. Staff immediately called the manager, who spoke with Resident A. Resident told the manager that staff

keeps hitting her and that it has been going on for a couple of weeks while assisting her with making her bed. Resident A said that she did not tell staff sooner, because she did not know whether or not she should report it, and she was not trying to get anyone in trouble. The home manager called Hotaye Bambara regarding this matter, and Ms. Bambara stated that she has not hit anyone. Ms. Bambara said that she felt as though the staff and residents are against her. The home manager made Ms. Bambara aware that she would be taken off the schedule pending an investigation.

On 08/23/24, I spoke with the assigned APS worker, Precious Whitman, via telephone. Ms. Whitman stated that she was not planning on substantiating the allegations of physical abuse. She stated that she felt there were some cultural differences and Ms. Bambara was coming off as aggressive towards the residents. She stated that from her interviews, it did not seem as though Ms. Bambara was intentionally striking Resident A.

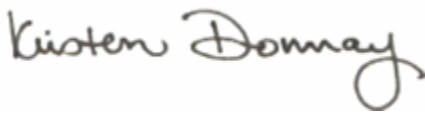
On 08/26/24, I contacted the licensee designee, Heather Luni, via telephone to conduct an exit conference. Ms. Luni was not available, so I left a detailed voicemail message and requested a return phone call.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p>
<b>ANALYSIS:</b>	Based on the information gathered through my investigation, there is sufficient information to conclude that the midnight staff, Hotaye Bambara, did not treat the residents with consideration and respect. While Ms. Bambara denied yelling or raising her voice, all six of the residents reported that Ms. Bambara yelled at them and did not treat the residents in the home kindly. They all stated that things have improved since Ms. Bambara is no longer working in the home.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<p>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</p> <p>(b) Use any form of physical force other than physical restraint as defined in these rules.</p>
<b>ANALYSIS:</b>	<p>Based on the information gathered through my investigation, there is insufficient information to conclude that staff, Hotaye Bambara, used physical force towards Resident A by hitting or pushing her while she was making her bed. Resident A stated that the midnight staff person hit or pushed her on the back three or four times over the course of a couple weeks. She stated that it did not leave any marks or bruises. None of the other residents or staff witnessed Resident A being hit or pushed by the midnight staff. The midnight staff, Hotaye Bambara, denied ever hitting or pushing Resident A. She stated that the only time she touched Resident A was when she put her hand on her shoulder to wake her up in the morning.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### IV. RECOMMENDATION

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

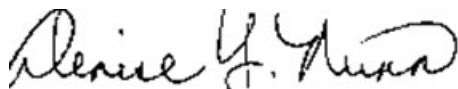


08/26/24

Kristen Donnay  
Licensing Consultant

Date

Approved By:



08/28/2024

Denise Y. Nunn  
Area Manager

Date