



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

July 8, 2024

Jeana Koerber
Residential Opportunities, Inc.
1100 South Rose Street
Kalamazoo, MI 49001

RE: License #: AM390382663
Investigation #: 2024A1024034
Hoard Manor

Dear Jeana Koerber:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On 7/3/2024, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM390382663
Investigation #:	2024A1024034
Complaint Receipt Date:	05/15/2024
Investigation Initiation Date:	05/15/2024
Report Due Date:	07/14/2024
Licensee Name:	Residential Opportunities, Inc.
Licensee Address:	1100 South Rose Street Kalamazoo, MI 49001
Licensee Telephone #:	(269) 343-3731
Administrator:	Robert Giese
Licensee Designee:	Jeana Koerber
Name of Facility:	Hoard Manor
Facility Address:	305 West Cork Street Kalamazoo, MI 49001
Facility Telephone #:	(269) 343-9726
Original Issuance Date:	01/25/2018
License Status:	REGULAR
Effective Date:	07/25/2022
Expiration Date:	07/24/2024
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED AGED

II. ALLEGATION(S)

	Violation Established?
Staff member Gillian Thommes transported Resident A while under the influence of alcohol and was arrested.	Yes

III. METHODOLOGY

05/15/2024	Special Investigation Intake 2024A1024034
05/15/2024	Special Investigation Initiated – Telephone with APS Specialist Lauren Crock
05/15/2024	Contact - Document Received- <i>Police Report</i> 2024-00014472
05/16/2024	APS Referral-APS already involved
05/22/2024	Inspection Completed On-site-with direct care staff member Brittany Coggins
06/20/2024	Contact - Document Received-email correspondence with Recipient Rights Specialist Kelly Haas
06/20/2024	Contact - Document Received- <i>AFC Licensing Division-Incident/Accident Report</i>
06/26/2024	Contact - Telephone call made-with direct care staff member Gillian Thommes
06/26/2024	Inspection Completed-BCAL Sub. Compliance
06/26/2024	Exit Conference with licensee designee Jeana Koeber
06/26/2024	Corrective Action Plan Requested and Due on
07/03/2024	Corrective Action Plan Received
07/03/2024	Corrective Action Plan Approved

ALLEGATION:

Staff member Gillian Thommes transported Resident A while under the influence of alcohol and was arrested.

INVESTIGATION:

On 5/15/2024, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint alleged direct care staff member Gillian Thommes transported Resident A while under the influence and was arrested.

On 5/15/2024, I conducted an interview with APS Specialist Lauren Crock who stated she is also investigating this allegation and found supporting evidence to substantiate this allegation. Lauren Crock stated law enforcement is also involved and arrested Gillian Thommes while she was at Urgent Care with Resident A when it was determined that Gillian Thommes was intoxicated and had just transported Resident A to receive medical treatment. Lauren Crock stated Resident A was picked up by another staff member from the facility.

On 5/15/2024, I reviewed *Police Report* dated 5/13/2024 written by Officer Jason Fonger. According to this report, on 5/9/2023 Portage officers were dispatched to Well Now Urgent Care for report of a possibly intoxicated caretaker. Contact was made with medical employee who stated that caregiver Gillian Thommes entered the building with Resident A and seemed to be highly intoxicated. Contact was made with Gillian Thommes who explained that she was the only caretaker with Resident A and walking to a separate room she was struggling to keep her balance as she was guiding herself with the wall. After talking to Gillian Thommes for a few seconds, Officer Fonger immediately noticed a very strong odor of intoxicants coming from her and noticed her eyes were very glossy and she had a distinct slurred speech. Gillian Thommes couldn't recall where she was coming from, her employer's name or the timeline of the day. Gillian Thommes informed Officer Fonger that she picked Resident A up and drove her to urgent care. The report stated sobriety test were conducted and Gillian Thommes showed obvious signs of nystagmus at max deviation and was arrested for driving while under the influence of alcohol.

On 5/22/2024, I conducted an onsite investigation at the facility with direct care staff member Brittany Coggins who stated that on 5/9/2024 she received a phone call from Resident A's sister stating that a medical staff member from Well Now Urgent Care called her and stated that staff member Gillian Thommes had just transported Resident A to receive medical treatment and appeared intoxicated. Brittany Coggins stated she then went to the urgent care facility to pick Resident A up and eventually transported Resident A back to the adult foster care facility. Brittany Coggins stated Gillian Thommes had just picked Resident A up from her day program where she fell and transported her to urgent care. Brittany Coggins stated she never made contact with Gillian Thommes prior to leaving the facility because she was out with other residents.

Brittany Coggins stated she did not see Gillian Thommes when she arrived to the urgent care facility as Gillian Thommes was already taken into custody by law enforcement. Brittany Coggins stated Resident A was not aware that Gillian Thommes was taken into custody, nor did she say anything about Gillian Thommes seeming to under the influence of substances. Brittany Coggins stated Resident A was more concerned about her own well being and wanted to make sure she did not have any injuries from her fall. Brittany Coggins stated she has worked with Gillian Thommes in the past and has never had any concerns regarding her suitability to work with residents.

On 6/20/2024, I received email correspondence from Recipient Rights Specialist Kelly Haas who stated that staff member Gillian Thommes was suspended due to suspicion of transporting Resident A while under the influence pending a full investigation by the licensee and Office of Recipient Rights (ORR).

On 6/20/2024, I reviewed the facility's *AFC Licensing Division-Incident/Accident Report 5/9/2024*. According to this incident report, at approximately 11am Resident A fell at Senior Day Services and this day program called the facility and requested staff to pick Resident A up. Staff member Gillian Thommes went to the day program and transported Resident A to Well Now Urgent Care. The staff at Well Now Urgent Care reported that Gillian Thommes was having difficulty finding words and talking at which time they called the police concerned that she may have been intoxicated. It was later learned that Gillian Thommes was arrested. Resident A was released to another staff member.

On 6/26/2024, I conducted an interview with direct care staff member Gillian Thommes who stated that on 6/9/2024 she transported Resident A from the day program to an urgent care facility due to Resident A having a fall while at her program. Gillian Thommes stated she does not remember anything else from this incident however she was intoxicated while transporting Resident A therefore was arrested, taken to the hospital to undergo further testing and then taken to jail. Gillian Thommes stated Resident A was not harmed during this incident and she has never put any resident at risk of harm in the past.

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	(2) Direct care staff shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.

ANALYSIS:	Based on my investigation which included interviews with direct care staff members Brittany Coggins, Gillian Thommes, RRO Kelly Haas, APS Lauren Crock, review of police report, and incident report it can be determined Gillian Thommes transported Resident A while under the influence and was arrested. According to the facility's incident report, Resident A fell while attending her day program, and Gillian Thommes transported Resident A to a medical center where she was suspected of being intoxicated by the medical staff therefore law enforcement was contacted. According to the police report, sobriety tests were conducted by the police while at the urgent care facility and Gillian Thommes showed obvious signs of nystagmus at max deviation and was arrested for driving while under the influence of alcohol. Gillian Thommes stated she drove Resident A while under the influence of alcohol however Resident A was not harmed, and she has never put any resident at risk of harm in the past. Gillian Thommes was impaired due to being under the influence of alcohol while transporting Resident A, therefore was not suitable to meet the needs of Resident A.
CONCLUSION:	VIOLATION ESTABLISHED

On 6/26/2024, I conducted an exit conference with licensee designee Jeana Koerber. I informed Jeana Koerber of my findings and allowed her an opportunity to ask questions or make comments. On 7/3/2024, I received and approved an acceptable corrective action plan.

IV. RECOMMENDATION

An acceptable corrective action plan was received, therefore I recommend the current license status remain unchanged.



Ondrea Johnson
Licensing Consultant

7/3/2024
Date

Approved By:



07/08/2024

Dawn N. Timm
Area Manager

Date