



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

October 10, 2024

Kelly Devereaux
Mentors Of Michigan, Inc.
3812 Finch
Troy, MI 48084

RE: License #: AS630315378
Investigation #: 2024A0605040
Woodbank

Dear Kelly Devereaux:


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 dark ink on a white background.

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
3026 W. Grand Blvd.
Cadillac Place, Ste 9-100
Detroit, MI 48202
(248) 303-6348

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 BUREAU OF COMMUNITY AND HEALTH SYSTEMS
 SPECIAL INVESTIGATION REPORT
 CAUTION: THIS REPORT CONTAINS PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS630315378
Investigation #:	2024A0605040
Complaint Receipt Date:	08/26/2024
Investigation Initiation Date:	08/26/2024
Report Due Date:	10/25/2024
Licensee Name:	Mentors Of Michigan, Inc.
Licensee Address:	3812 Finch Troy, MI 48084
Licensee Telephone #:	(248) 632-3534
Administrator/ Licensee Designee:	Kelly Devereaux
Name of Facility:	Woodbank
Facility Address:	7024 Woodbank Bloomfield Hills, MI 48301
Facility Telephone #:	(248) 740-0964
Original Issuance Date:	01/26/2012
License Status:	REGULAR
Effective Date:	08/01/2024
Expiration Date:	07/31/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL/TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Home manager (HM) Angel Leonard is rude and disrespectful towards the residents.	Yes

III. METHODOLOGY

08/26/2024	Special Investigation Intake 2024A0605040
08/26/2024	Special Investigation Initiated - Telephone Discussed allegations with reporting person (RP) and Oakland County Office of Recipient Rights (ORR) Amanda Clasman
08/27/2024	Inspection Completed On-site Attempted to conduct unannounced on-site investigation but no one was home
08/27/2024	Contact - Face to Face Interviewed Resident A, Resident B, Resident C, Resident D, and Resident E at Mentors of Michigan.
08/27/2024	Contact - Telephone call received Interviewed licensee designee Kelly Devereaux
08/27/2024	Contact - Telephone call made Interviewed Resident A's guardian and the home manager (HM) Angel Leonard
08/28/2024	Contact - Telephone call made Interviewed direct care staff (DCS) Marquez Beverly, Dana Long, Michele Raby, and Tanisha Smith
08/29/2024	Contact - Face to Face Scheduled on-site visit at this home.
09/30/2024	Contact – Telephone call made Left message for licensee designee Kelly Devereaux with my findings
09/30/2024	Exit Conference Discussed findings with licensee designee Kelly Devereaux

ALLEGATION:

Home manager (HM) Angel Leanord is rude and disrespectful towards the residents.

INVESTIGATION:

On 08/26/2024, intake #202228 was assigned for investigation. I initiated this special investigation by contacting the reporting person (RP) and a referral to Oakland County Office of Recipient Rights (ORR).

On 08/26/2024, I contacted via telephone the RP and discussed the allegations. Resident A was admitted to Woodbank about one-in-half months ago. He has a diagnosis of Autism but is very articulated. Resident A has two guardians who are both his grandmothers. Resident A receives services through Easterseals and is seen biweekly by the registered nurse (RN) who conducts assessments with Resident A. Resident A wrote a statement signed by Resident A that said, "Miss Angel said I am a weird ass today." Resident A reported to one of his grandmothers that "Angel used Fuck and was disrespectful to me." Resident A also reported to his grandmother that "Angel took my cologne and sprayed the garage after she smoked." RP stated, this was not the first time a complaint was made against the HM Angel Leonard. In the past, Resident F verbalized, "I don't want Angel to mistreat me anymore." Resident F did not provide details to the RP as to how Angel was mistreating him.

On 08/26/2024, I contacted via telephone ORR worker Amanda Clasman regarding the allegations. Ms. Clasman is investigating these allegations on 08/23/2024. She investigated similar allegations regarding the HM Angel Leonard being disrespectful to the residents at Woodbank, but the case was not substantiated. Ms. Clasman stated that Resident A reported that "Angel smokes pot and cigarettes in the garage." Ms. Clasman agreed to conduct a collaborative on-site investigation at Woodbank tomorrow 08/27/2024.

Note: Allegations regarding drugs being used by the HM and staff were investigated in 05/22/2024 in SIR #2024A0991021 and unsubstantiated.

On 08/27/2024, I along with ORR Amanda Clasman attempted an unannounced on-site investigation at Woodbank but no one was home. There was a white GMC Acadia parked in the driveway. The inside of the car was full of stuff packed to the roof. The driver seat was the only seat that was free from stuff.

On 08/27/2024, I contacted via telephone licensee designee Kelly Devereaux advising her that a complaint was received and both Ms. Clasman and I need to interview Resident A. Ms. Devereaux stated that Resident A, B, C, D, and E were currently at Mentors of Michigan. I advised her that we were on our way there.

On 08/27/2024, I interviewed Resident A face-to-face at Mentors of Michigan located at 3878 Rochester Rd., in Troy regarding the allegations. Resident A is tall in stature. He speaks softly and sometimes had difficulty articulating his thoughts. Resident A has two guardians both are his grandmothers. One is the maternal grandmother (MGM), and the other is his paternal grandmother (PGM). He lives at Woodbank and the HM there is Angel Leonard. He refers to the HM as Ms. Leonard. Ms. Leonard told Resident A, "you're a creepy ass Mother Fucker." He was standing on the staircase at the home. Resident A did not report this to anyone but stated that Resident B heard Ms. Leonard. Resident A then stated, "she's nice to people who look like her." He described the HM as having "dark skin." He then stated, "Ms. Leonard smells like something stinky, potent. I would get on her for her car." Resident A is concerned that the HM will continue to mistreat him if she continues working at Woodbank.

On 08/27/2024, I interviewed Resident B face-to-face at Mentors of Michigan regarding the allegations. Resident B loves living at Woodbank. The HM is Angel, and he described her as "a little tough to everyone but not too tough." Resident B stated that "Resident A was tall and scary to the girls working there." He stated, "Angel possibly said creepy or weird ass." He was cautious to provide any further details. He denied that the HM has taken him or any other resident to a dispensary.

On 08/27/2024, I interviewed Resident C face-to-face at Mentors of Michigan regarding the allegations. Resident C is his own guardian and has been with this corporation for about seven years and has been living at Woodbank for five years. He loves it there and feels comfortable. The HM is Angel, and he described her as being "tall," a "good lady," but sometimes "gets a little argumentative." He stated, "a couple of times, she got angry with someone that lives at the home." He does not know which resident the HM was angry with. Resident C has heard the HM "yell," and "use swear words." He was unable to provide any details. He too denied that the HM has taken him or any other resident to a dispensary.

On 08/27/2024, I interviewed Resident D face-to-face at Mentors of Michigan regarding the allegations. Resident D's aunt is his guardian. He has lived at Woodbank for two years. He likes living at Woodbank and refers to the HM Angel. He stated, "Angel seems nice but sometimes she has bad days and is tired and doesn't want to talk to people." The HM likes to "joke," and he stated, "sometimes people might not take it or understand it right." The HM uses "swear words to me and to Resident E." Resident D does not recall if the HM has said "creepy ass or weird ass," to Resident A or any other resident. He too denied that the HM has taken him or any other resident to a dispensary.

On 08/27/2024, I interviewed Resident E face-to-face at Mentors of Michigan regarding the allegations. Resident E lives at Woodbank and has no problems living at the home. He has not noticed any problems with other residents and the HM Angel. Resident A stays up all night and sleeps during the day. Resident E has never heard the HM say, "weird ass," to Resident A. The HM has only taken Resident E to get cigarettes at Wild

Bills, never to a dispensary. He feels safe at the home and does not think there would be any reason for anyone else to not feel safe.

On 08/27/2024, I interviewed via telephone Resident A's MGM who is also one of his guardians regarding the allegations. Over the weekend, Resident A told the MGM that the HM Angel used his cologne to mask a smell in the garage. Later, the MGM was informed by ORR Amanda Clasman that the cologne was used to mask a marijuana smell. The MGM visited Resident A on 08/25/2024 around 10AM and she did not smell marijuana in the garage or inside the home. Whenever the MGM visits the home, she observed the HM sitting in the garage smoking a cigarette. The MGM is inside the home with Resident A for a couple of hours and when she leaves, the HM is still in the garage smoking a cigarette. The MGM does not know if the HM was in the garage the entire time while the MGM was visiting. Resident A told the MGM that the HM, "used a four-letter word that starts with F." Resident A "got upset about that." One of Resident A's weakness is that he "does not like when people curse." The MGM has never heard the HM curse while the MGM is visiting the home. On 08/25/2024, Resident A told the MGM that the HM told him, "you're not going to be there long." Resident A can be very uncooperative at times. One time the MGM was at the home, told Resident A to change his clothes, he refused to and so she left the home. The HM has told the MGM that Resident A sleeps all day and is up all night and follows the HM around the home. The MGM stated that the PGM has additional information she can provide.

On 08/27/2024, I received a call from Resident A's mother stating that she had additional information that Resident A reported to her she wanted to provide. Resident A told his mother that one night when he was sleeping, the HM came into his bedroom, sat down on his bed and touched him. He did not give his mother any details other than he felt uncomfortable. The PGM has additional information regarding this concern because the PGM was supposed to talk to the HM about how inappropriate this behavior was. Resident A told his mother that the HM has made inappropriate statements and used curse words towards Resident A. Resident A is very articulated and has been through a lot. The mother wants him to reside in a home where he feels comfortable and is not mistreated.

On 08/27/2024, I attempted to contact via telephone the PGM but was unsuccessful as she never returned my call.

On 08/28/2024, I interviewed the HM Angel Leonard via telephone regarding the allegations. She has been with this corporation since April 2012. She has been the HM at Woodbank for about a year. The HM denied making inappropriate statements towards Resident A such as "weird ass," or "creepy ass." She stated that Resident F says, "he's creeping me out," referring to Resident A. Resident A moved in mid-July and sometimes seems "a little nervous," which is what she told Resident F. She denied swearing at Resident A or any other resident. The HM stated she "jokes around," with the residents but never makes inappropriate statements or curses at them. She stated, "I curse and swear sometimes when I'm on the phone or when I joke around, but I never call anyone any names." She then stated, "I don't put people down to put myself up,

that's what Resident F does." The HM stated, "I don't remember even calling anyone Mother Fucker." She denied taking Resident A's cologne and spraying it into the garage. She denied smoking marijuana or taking any resident to a dispensary. She stated, "I don't get my hands dirty. I only smoke cigarettes." She denied going into Resident A's bedroom at night or any other day, sitting on his bed and inappropriately touching him. She stated, "Ya'll saying stuff beneath me. I come to work, do my job and leave. Now I'm being accused of everything."

On 08/28/2024, I interviewed direct care staff (DCS) Dana Long via telephone regarding the allegations. Ms. Long has been working for this corporation for one year. There is only one DCS working per shift. She only works Friday nights. She has never worked with the HM. She described the HM as "a caring person who is comical." Resident A has never reported to Ms. Long that the HM made inappropriate statements or cursed at him. However, Resident F has told Ms. Long that the HM "has a snappy attitude," with Resident F and Resident F told Ms. Long that the HM was "mean to Resident A." Ms. Long did not report this to anyone because Resident F "tends to get people in trouble, when there's nothing to it." Sometimes the residents become upset when the HM asks them to take out the garbage. She has never observed any interactions between the HM and the residents, nor has she smelled any marijuana in the garage or in the home. She was never told by any resident that the HM took them to a dispensary. Ms. Long denied smelling cologne in the garage.

On 08/28/2024, I interviewed DCS Marquez Beverly regarding the allegations via telephone. He has been working with this corporation for about nine-months. He has never worked with the HM but talks to her when they are changing shifts. He always works alone. He has not received any complaints about the HM from Resident A, Resident F, or any other resident. He has never heard the HM swear or make any inappropriate statements during their shift change. He has never smelled marijuana in the garage and no resident told him that the HM took them to a dispensary. He denied smelling cologne in the garage.

On 08/28/2024, I interviewed DCS Tanisha Smith via telephone regarding the allegations. Ms. Smith has been working for this corporation for about 14 years. She works midnights and works alone. She has never worked with the HM but stated that she has never heard the HM speak inappropriately to Resident A, Resident F or any other resident. If a resident does not agree with the HM, usually not getting what they want, then it is a problem. Resident F does not care for the HM because whenever there are no more snacks, he gets upset that the HM does not get more snacks immediately. Ms. Smith has never heard the HM say, "weird ass or creepy ass," during shift change to Resident A. Resident A has never reported anything to her regarding the HM. Ms. Smith stated that when she and the HM speak, the HM does cuss, but never cusses at the residents. She has never smelled marijuana or cologne in the garage.

On 08/28/2024, I interviewed DCS Michelle Raby regarding the allegations via telephone. Ms. Raby has been with this corporation for 19 years. She usually fills-in where needed during shifts and does the transportation. The HM is "good with

everybody and likes to joke around with everyone. She has a dry sense of humor.” She has never heard the HM use swear words and has never heard the HM say, “weird ass or creepy ass.” Resident A and Resident F have never reported anything to her about the HM being disrespectful or rude to them. She has never smelled marijuana or cologne in the garage. The residents never told her that the HM took them to a dispensary.

On 08/29/2024, I along with ORR worker Amanda Clasman conducted a scheduled on-site visit at Woodbank. I interviewed Resident F in his bedroom regarding the allegations. Resident F is his own guardian. He used to not get along with the HM because “she picks on me.” She has not done it in a while, because the HM is now picking on Resident A. In the past, the HM has yelled at Resident F and made rude, disrespectful comments and the HM “was lying about me. She threatened to call my girlfriend and lie about me.” Resident F has observed the HM “bullying Resident A,” when Resident A “walks slow to get into the van.” The HM’s “tone is sarcastic.” The HM used to call Resident F “a pheasant,” because he stated, “I didn’t come from money.” Resident F heard the HM say to Resident A when he was on the staircase, “you’re weird and creepy.” He believes that the HM does not understand Autistic individuals and could benefit from training that focuses on individuals with Autism. He stays in his room to avoid contact with the HM because his goal is to move out to a semi-independent placement. He stated yesterday he tried to apologize to the HM, but the HM told him, “I don’t forgive you because you’re messing with my livelihood.”

On 08/29/2024, I followed up with Resident A along with ORR Ms. Clasman in his bedroom. Resident A did not provide any information regarding the HM coming into his bedroom, sitting on his bed and touching him. He stated that the HM called him a “weird ass,” when he was reluctantly getting into the van. I observed his cologne sitting on his dresser. No additional information was provided.

On 08/29/2024, I followed up with the HM Angel Leonard who was also present at the home. She stated, “yesterday during dinner time, Resident F came downstairs and said, “I’m sorry for what I’ve done.” The HM replied to Resident F, “I don’t forgive you, because you’re messing with my livelihood.” The HM said she may have said, “Weird ass Fuck,” when she is on the phone and understands how a resident may believe it is said to them and take it out of context.

On 08/29/2024, I interviewed licensee designee’s husband Dwayne Devereaux who was also present at Woodbank. He was never informed by any of the residents that the HM has been disrespectful towards them nor was he aware of her cussing or swearing on the phone. Mr. Devereaux was informed that Resident F tried apologizing to the HM, but the HM told him that she would not forgive him because he was messing with her livelihood. Mr. Devereaux agreed that this was inappropriate for the HM to respond to Resident F and that this home may not be a good fit for the HM.

On 08/29/2024, I followed up with the licensee designee Kelly Devereaux regarding this visit. Ms. Devereaux stated that she will be meeting with the HM and discussing these concerns with her and will update me afterwards.

On 08/29/2024, I received the following email from Kelly Devereaux. Ms. Devereaux met with the HM. "The HM is super sad because she feels like she goes way above and beyond for the guys at Woodbank and doesn't see an attitude. We had a lengthy conversation about it and reminded her that this is their home she gets to go home to her family each day. so, if they are not comfortable, we need to make changes, However she understands it is in everyone's best interest to move her to work at another home and she should never be talking on her phone about personal issues!!!! or using profanity!!! I reminded her this is a professional setting for us but a home for them. We are the visitors. I believe in Angel, and I believe she has their best interest at heart, and I will continue to work with her closely at another home. I understand this is not a complete fix but certainly Mentoring in progress for Angel as well as the Individuals we serve."

On 09/30/2024, I conducted the exit conference via telephone with licensee designee Kelly Devereaux with my findings. Ms. Devereaux agreed to submit a corrective action plan regarding the violation.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<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 style="padding-left: 40px;">(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p>
ANALYSIS:	<p>Based on my investigation and information gathered the HM Angel Leonard did not treat Resident A and Resident F with consideration and respect when she made inappropriate comments towards them. Resident A reported that the HM said, "weird ass and creepy ass," when he walks slow to the van. Resident A has also heard the HM say, "Mother Fucker." Resident F stated that the HM called him a "pheasant," because he did not "come from money." She has yelled at him and Resident F which was reported by other residents at this home. Resident F overheard the HM say, "weird or creepy," to</p>

	Resident A. Licensee designee Kelly Devereaux has removed the HM from Woodbank. Ms. Devereaux is working closely with the HM regarding these concerns even though the HM denied making these statements directly towards Resident A and Resident F. The HM stated she swears and sometimes says, "weird as Fuck," when she is speaking on the phone at Woodbank.
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

10/01/2024

Frodet Dawisha
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

10/10/2024

Denise Y. Nunn
Area Manager

Date