



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

November 26, 2024

Elonda Grubbe  
Macomb Residential Opportunities Inc.  
Suite #102  
14 Belleview  
Mt Clemens, MI 48043

RE: License #: AS580401443  
Investigation #: 2025A0116004  
Hendricks Home

Dear Ms. Grubbe:

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "Pandrea Robinson". The signature is written in a cursive, flowing style.

Pandrea Robinson, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 319-9682

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS580401443
<b>Investigation #:</b>	2025A0116004
<b>Complaint Receipt Date:</b>	10/24/2024
<b>Investigation Initiation Date:</b>	10/24/2024
<b>Report Due Date:</b>	12/23/2024
<b>Licensee Name:</b>	Macomb Residential Opportunities Inc.
<b>Licensee Address:</b>	Suite #102 14 Belleview Mt Clemens, MI 48043
<b>Licensee Telephone #:</b>	(586) 469-4480
<b>Administrator:</b>	Elizabeth Wilkerson
<b>Licensee Designee:</b>	Elonda Grubbe
<b>Name of Facility:</b>	Hendricks Home
<b>Facility Address:</b>	1117 John L Monroe, MI 48162
<b>Facility Telephone #:</b>	(734) 244-5309
<b>Original Issuance Date:</b>	02/24/2020
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/24/2024
<b>Expiration Date:</b>	08/23/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
<ul style="list-style-type: none"> <li>Home manager, Jolene Hakeos, was training new staff, Donovan Herrell, on how to shower Resident A. Resident A wanted Mr. Herrell to assist and not Ms. Hakeos. Ms. Hakeos was forceful with Resident after he repeatedly expressed that he did want to shower.</li> <li>Ms. Hakeos was heard saying, "I could lose my job over this" and allegedly hit Resident A in the jaw/face.</li> </ul>	Yes
	No

**III. METHODOLOGY**

10/24/2024	Special Investigation Intake 2025A0116004
10/24/2024	APS Referral Received.
10/24/2024	Special Investigation Initiated - On Site Interviewed staff, Kristina Stock, and Resident's A-C.
10/24/2024	Referral - Recipient Rights Made by staff, Kristina Stock.
10/25/2024	Contact - Telephone call received Administrator, Elizabeth Wilkerson, left a message requesting a return call.
10/28/2024	Contact - Telephone call made Interviewed administrator, Elizabeth Wilkerson.
10/28/2024	Contact - Telephone call made Left a message for home manager, Jolene Hakeos, requesting a return call.
10/28/2024	Contact - Telephone call made Interviewed staff, Donovan Herrell.
10/28/2024	Contact - Telephone call made Interviewed Guardian A 1.
10/31/2024	Contact - Telephone call received

	Interviewed assigned APS investigator, LaTria Sparks.
10/31/2024	Contact - Telephone call made Interviewed Resident A's case manager, Nicole Scharf.
10/31/2024	Inspection Completed-BCAL Sub. Compliance
11/07/2024	Exit Conference With licensee designee, Elonda Grubbe.

**ALLEGATION:**

- **Home manager, Jolene Hakeos, was training new staff, Donovan Herrell, on how to shower Resident A. Resident A wanted Mr. Herrell to assist and not Ms. Hakeos. Ms. Hakeos was forceful with Resident after he repeatedly expressed that he did want to shower.**
- **Ms. Hakeos was heard saying, "I could lose my job over this" and allegedly hit Resident A in the jaw/face.**

## **INVESTIGATION:**

On 10/24/24, I conducted an unscheduled on-site inspection and interviewed staff, Kristina Stock, and Residents A-C. Ms. Stock reported that she was not present in the home when the incident occurred. Ms. Stock reported on the day of the incident, 10/19/24, she was scheduled to work the 2:00 p.m. to 10:00 p.m. shift, however, reported she had a family emergency and needed to leave early. Ms. Stock reported that she called her home manager, Jolene Hakeos, and informed her that she needed to leave, so Ms. Hakeos had to come in to cover the remainder of the shift. Ms. Stock reported that when Ms. Hakeos arrived around 5:15 p.m. it was evident that she was not happy, and her attitude and demeanor showed it. Ms. Stock reported that she left, and returned to work the following day, and was told by staff, Donovan Herrell, about the incident between Resident A and Ms. Hakeos. Ms. Stock reported that Mr. Herrell reported Ms. Hakeos was aggressive with Resident A because he did not want to shower and repeatedly refused, but Ms. Hakeos forced him to shower, causing Resident A to strike her at least two times. Ms. Stock reported that Resident A told her that Ms. Hakeos, hit him in the jaw. Ms. Stock reported that there were no marks or bruises observed on Resident A and no one witnessed it. Ms. Stock reported that she completed an incident report and filed a rights complaint. Ms. Stock reported that Coy Hernandez, is the rights investigator, assigned to the investigation and reported that he had come to the home on 10/21/24. Ms. Stock also reported that it is her understanding that Ms. Hakeos quit and has not returned to the home since 10/19/24.

I interviewed Resident A, and he reported, "Jolene hit me," while motioning with his fist to his mouth. Resident A did not respond to any additional questions regarding what took place while in the bathroom between him and Ms. Hakeos. Resident A asked that I leave his bedroom.

I interviewed Residents B and C and they both reported that they are treated well by all the staff. Residents B and C were aware of the incident between Resident A and Ms. Hakeos and reported that they like living in the home and had no concerns to report.

On 10/28/24, I interviewed administrator, Elizabeth Wilkerson, and she reported that she was made aware of the incident by staff, Kristina Stock. Ms. Wilkerson reported after speaking with Ms. Stock she called home manager, Jolene Hakeos, to get her side of the story. Ms. Wilkerson reported that Ms. Hakeos admitted that Resident A was giving her a hard time about showering and had struck her two times. Ms. Wilkerson reported that she asked Ms. Hakeos, why didn't she just walk away and document Resident A's refusal to shower, instead of continuing to try to force him to shower. Ms. Wilkerson reported that Ms. Hakeos reported that she did not know why she didn't just walk away.

Ms. Wilkerson reported that Ms. Hakeos denied hitting Resident A as alleged. Ms. Wilkerson reported that she believes Ms. Hakeos because in the 22 years that she

has worked for the company she has never hit or been physical with a resident. Ms. Wilkerson reported that it is evident that Ms. Hakeos may be dealing with job burnout, but again reiterated her belief that Ms. Hakeos would not ever hit a resident. Ms. Wilkerson also reported that Resident A has a history of making false allegations against staff and other residents.

Ms. Wilkerson reported that she spoke with Ms. Hakeos regarding her plan to remove her from the schedule and move her to an unlicensed setting pending the outcomes of the rights and licensing investigations. Ms. Wilkerson reported that Ms. Hakeos did not like the plan and reported that she would be ending her employment.

On 10/28/24, I interviewed staff, Donovan Herrell, and he reported that on 10/19/24, he was working with home manager, Jolene Hakeos, and she was preparing to train him on how to properly assist with showering Resident A. Mr. Herrell reported that Resident A came to him and told him that he would like him to shower him, Mr. Herrell reported that he explained to Resident A that he was still new but would be assisting Ms. Hakeos with his shower. Mr. Herrell reported that Resident A protested a few times and expressed that he did not want Ms. Hakeos to shower him and then said, "I do not want a shower today." Mr. Herrell reported that Ms. Hakeos responded and said to Resident A, "You can either take a shower now or go last, but you're getting a shower." Mr. Herrell reported that Ms. Hakeos continued to prompt and tell Resident A he was getting a shower. Mr. Herrell reported that Resident A reluctantly went in the bathroom, and he and Ms. Hakeos followed. Mr. Herrell reported that Ms. Hakeos turned the shower on and told Resident A to get in. Mr. Herrell reported Resident A continued to refuse and was getting more agitated and when Ms. Hakeos tried taking his shirt off, Resident A slapped her, and she moved his arms down to his side. Mr. Herrell reported that Ms. Hakeos told Resident A, "You don't hit me," and continued to try to get his shirt off, and Resident A slapped her again, and she responded, "(Resident A) do not make me lose my job, if you hit me again, I'm going to lose my job." Mr. Herrell reported that Resident A attempted to hit her again, but didn't connect. Mr. Herrell reported that Ms. Hakeos put her finger in Resident A's face and told him he better not hit her again. Mr. Herrell reported Ms. Hakeos then pulled Resident A's pants down and preceded to shower him. Mr. Herrell reported he did not observe Ms. Hakeos hit Resident A during the tense exchange and reported that since he has worked in the home, he has not observed her get physical with any of the residents. but reported that she is very stern and direct with the residents. Mr. Herrell reported that he stepped out of the bathroom for about 10-15 seconds get Resident A's creams when Ms. Hakeos was finishing Resident A's shower, and immediately returned. Mr. Herrell reported the remainder of the evening/night was quiet.

On 10/28/24, I interviewed Guardian A1, and she reported that Resident A told her that home manager, Jolene Hakeos, hit him in the face because he didn't want to shower. Guardian A1 reported that there have been prior incidents between Resident A and Ms. Hakeos and reported her belief that Ms. Hakeos hates Resident A, and reported she does not need to work another day in a group home. Guardian

A1 reported that she wants Resident A to remain in the home because it is a very good home, even before it was licensed. Guardian A1 reported that she is glad that Ms. Hakeos is no longer working at the home.

On 10/31/24, I spoke with LaTria Sparks, assigned APS investigator. Ms. Sparks reported that she is still investigating, but reported she is certain that she will be substantiating threat of harm due to the harsh and inappropriate way Ms. Hakeos treated Resident A and forced to him shower after he repeatedly refused. She is not certain if there is sufficient evidence to substantiate physical abuse.

On 10/31/24, I interviewed Nicole Scharf, Resident A's case manager. Ms. Scharf reported that she is aware of the incident and reported receiving the incident report documenting what occurred. Ms. Scharf reported that she was surprised when she heard about Ms. Hakeos and the way she was speaking and interacting with Resident A. She reported that Ms. Hakeos has worked in this field for a long time and knows that residents have the right to refuse showers. Ms. Scharf further reported that Ms. Hakeos also knows when Resident A is agitated and when he expressed that he does not want to shower, she should have respected his refusal, walked away, and let him be. Ms. Scharf reported as it relates to the allegation of Ms. Hakeos hitting Resident A, she reported that she is not saying that it did not happen, however, reported that Resident A has a history of making things up and will say anything to keep himself out of trouble, especially with his mother, who is really involved. Ms. Scharf reported that Resident A is not always an accurate reporter. Ms. Scharf further reported that she was in the home on one occasion and observed Resident A hit his roommate, but he came over to her and reported that his roommate had hit him. Ms. Scharf reported that this is one of Resident A's behaviors.

On 11/07/24, I conducted the exit conference with licensee designee, Elonde Grubbe, and informed her of the findings of the investigation. Ms. Grubbe agreed with the findings and wanted to make sure I was aware that Ms. Hakeos is no longer employed with the company.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.</b>



<b>ANALYSIS:</b>	<p>Based on the findings of the investigation, which included interviews of Ms. Stock, Ms. Wilkerson, and Mr. Herrell, I am able to corroborate the allegation that home manager, Jolene Hakeos, was aggressive, forceful and inappropriate with Resident A because of his repeated refusals to shower.</p> <p>Mr. Herrell witnessed Ms. Hakeos speaking inappropriately to Resident A, pointing her finger in his face telling him if he hit her again, she was going to lose her job, and forcing him to shower after he repeatedly verbalized his desire not to be showered</p> <p>Resident A was not treated with dignity and his personal needs, including protection and safety were not attended to at all times.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.14308</b>	<b>Resident behavior interventions prohibitions.</b>
	<p><b>(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.</b></p>

<b>ANALYSIS:</b>	<p>Based on the findings of the investigation, which included interviews of Ms. Stock, Ms. Wilkerson, Mr. Herrell, Ms. Sparks and Ms. Scharf, there is insufficient evidence to establish that Ms. Hakeos hit Resident A in the face because he refused to shower. Ms. Stock reported that Resident A told her Ms. Hakeos hit him, but it was not witnessed by anyone.</p> <p>Ms. Wilkerson reported that she does not believe that Ms. Hakeos hit Resident A and reported he has a history of making up false accusations</p> <p>Mr. Harrell reported that he was in the bathroom during the incident and denied observing Ms. Hakeos hit Resident A. Mr. Herrell reported leaving out toward the end of Resident A's shower for about 10-15 seconds to get his creams and immediately returned.</p> <p>Ms. Sparks reported that at the present she has insufficient evidence to substantiate physical abuse of Resident A by Ms. Hakeos.</p> <p>Ms. Scharf reported that Resident A has a history of making up false allegations and is not always an accurate reporter.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### **IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



Pandrea Robinson  
Licensing Consultant

11/13/24  
Date

Approved By:



11/26/2024

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Ardra Hunter  
Area Manager

Date