



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

December 16, 2024

Jennifer Bhaskaran  
Alternative Services Inc.  
Suite 10  
32625 W Seven Mile Rd  
Livonia, MI 48152

RE: License #: AS250302820  
Investigation #: 2025A0569006  
Linden Road

Dear Jennifer Bhaskaran:

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 (517) 643-7960.

Sincerely,

A handwritten signature in dark ink, reading "Kent W. Gieselman". The signature is fluid and cursive, with the first name "Kent" being more prominent and the last name "Gieselman" following in a similar style.

Kent W Gieselman, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(810) 931-1092

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT**  
*\*This report contains quoted profanity\**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250302820
<b>Investigation #:</b>	2025A0569006
<b>Complaint Receipt Date:</b>	11/11/2024
<b>Investigation Initiation Date:</b>	11/12/2024
<b>Report Due Date:</b>	01/10/2025
<b>Licensee Name:</b>	Alternative Services Inc.
<b>Licensee Address:</b>	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
<b>Licensee Telephone #:</b>	(248) 471-4880
<b>Administrator:</b>	Jennifer Bhaskaran
<b>Licensee Designee:</b>	Jennifer Bhaskaran
<b>Name of Facility:</b>	Linden Road
<b>Facility Address:</b>	12481 North Linden Rd Clio, MI 48420
<b>Facility Telephone #:</b>	(248) 471-4880
<b>Original Issuance Date:</b>	07/31/2009
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	02/11/2024
<b>Expiration Date:</b>	02/10/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

## II. ALLEGATION(S)

Violation Established?	
Neveah McGlown, staff person, verbally mistreated Resident A on 11/11/2024.	Yes

## III. METHODOLOGY

11/11/2024	Special Investigation Intake 2025A0569006
11/12/2024	APS Referral complaint from APS.
11/12/2024	Special Investigation Initiated - Letter Email to ORR.
12/16/2024	Inspection Completed On-site
12/16/2024	Inspection Completed-BCAL Sub. Compliance
12/16/2024	Contact- Telephone call made. Contact with Staff McGlown.
12/16/2024	Exit Conference Exit conference with Jennifer Bhaskaran, licensee designee.
12/16/2024	Corrective Action Plan Requested and Due on 01/15/2025

## **ALLEGATION:**

**Neveah McGlown, staff person, verbally mistreated Resident A on 11/11/2024.**

## **INVESTIGATION:**

This complaint was received from the adult protective services central intake department. The complainant reported that on 11/11/2024 Neveah McGlown, staff person, “snatched the phone” away from Resident A. The complainant reported that Staff McGlown then started yelling at Resident A saying, “fuck you bitch” and calling Resident A derogatory names such as “hoe” and “bitch.”

An unannounced inspection of this facility was conducted on 12/16/2024. Resident A was alert and oriented to person, place, and time. Resident A was appropriately dressed and groomed with no visible injuries. Resident A stated that “a few weeks ago” staff McGlown became upset at Resident A. Resident A stated that she could not remember why Staff McGlown became upset. Resident A stated that Staff McGlown started yelling at her and Staff McGlown said, “fuck you bitch” to Resident A. Resident A stated that Staff McGlown also called Resident A “bitch” and “hoe.” Resident A stated that Staff McGlown also threatened to “kick her ass.” Resident A stated that Joy Spencer, facility manager, then sent Staff McGlown home. Resident A stated that Staff McGlown has not returned to work in this facility since this incident. Resident A stated that she has not been mistreated by any of the other staff working in this facility.

Joy Spencer, facility manager, stated on 12/16/2024 she witnessed the incident on 11/11/2024. Staff Spencer stated that she heard Staff McGlown yelling, so she went to see what was going on. Staff Spencer stated that she observed Staff McGlown yelling at Resident A. Staff Spencer stated that she observed Staff McGlown say, “fuck you bitch” to Resident A, and also called Resident A a “bitch” and “hoe.” Staff Spencer stated that she also observed Staff McGlown tell Resident A to “go outside” so that Staff McGlown could “kick her ass.” Staff Spencer stated that she confronted staff McGlown telling her to stop and calm down. Staff Spencer stated that Staff McGlown refused to stop mistreating Resident A, so Staff Spencer sent Staff McGlown home immediately. Staff Spencer stated that Staff McGlown was then terminated from employment and no longer works at this facility.

Staff McGlown was contacted on 12/16/2024. Staff McGlown stated that she did not wish to make a statement regarding this incident.

An exit conference was conducted with Jennifer Bhaskaran, licensee designee, on 12/16/2024. The findings in this report were reviewed and a corrective action plan was requested. Jennifer Bhaskaran stated that Staff McGlown was terminated from employment following this incident.

<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>(f) Subject a resident to any of the following:</p> <p>(i) Mental or emotional cruelty.</p> <p>(ii) Verbal abuse.</p> <p>(iii) Derogatory remarks about the resident or members of his or her family.</p> <p>(iv) Threats.</p>
<b>ANALYSIS:</b>	The complainant reported that Staff McGlown verbally mistreated Resident A on 11/11/2024. Resident A and Staff Spencer both confirmed that Staff McGlown did verbally mistreat Resident A and also physically threatened Resident A on 11/11/24. Based on the statements given, it is determined that there has been a violation of this rule.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend that the status of this license remain unchanged with the receipt of an acceptable corrective action plan.

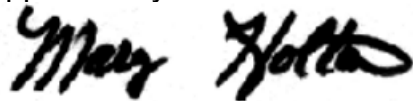


12/16/2024

Kent W Gieselman  
Licensing Consultant

Date

Approved By:



12/16/2024

Mary E. Holton  
Area Manager

Date