GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

December 16, 2024

Jason Schmidt
New Life Services Inc
36022 Five Mile Road
Livonia, MI 48154

RE: License #: AS820014616
Investigation #: 2025A0122006
Kirkland Drive

Dear Mr. Schmidt:

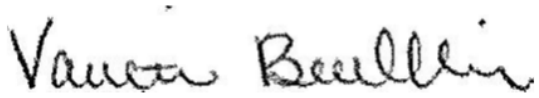
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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) 284-9720.

Sincerely,



Vanita C. Bouldin, Licensing Consultant
Bureau of Community and Health Systems
22 Center Street
Ypsilanti, MI 48198
(734) 395-4037

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820014616
Investigation #:	2025A0122006
Complaint Receipt Date:	11/19/2024
Investigation Initiation Date:	11/19/2024
Report Due Date:	12/19/2024
Licensee Name:	New Life Services Inc
Licensee Address:	36022 Five Mile Road Livonia, MI 48154
Licensee Telephone #:	(734) 744-7334
Administrator:	Jason Schmidt
Licensee Designee:	Jason Schmidt
Name of Facility:	Kirkland Drive
Facility Address:	433 Buckingham Canton, MI 48188
Facility Telephone #:	(734) 397-6939
Original Issuance Date:	01/11/1994
License Status:	REGULAR
Effective Date:	03/08/2023
Expiration Date:	03/07/2025
Capacity:	5
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 10/28/2024, Resident A was left alone for an unknown amount of time.	Yes

III. METHODOLOGY

11/19/2024	Special Investigation Intake 2025A0122006
11/19/2024	Special Investigation Initiated - Telephone April Dudley, Case Manager, Detroit Integrated Health Network. Unavailable, left message requesting return phone call.
11/19/2024	APS and Recipient Right Referrals made.
11/19/2024	Contact - Telephone call received Recipient Rights Officer - Completed interview with April Dudley.
11/20/2024	Inspection Completed On-site Completed interview with home manager, Kellie Johnson. Reviewed Resident A's file.
11/26/2024	Contact – Telephone call made Completed interview with staff, Davan Shirley.
12/03/2024	Exit Conference Discussed findings with licensee designee, Jason Schmidt.

ALLEGATION: On 10/28/2024, Resident A was left alone for an unknown amount of time.

INVESTIGATION: On 11/19/2024, I completed an interview with recipient rights officer, April Dudley. Ms. Dudley reported that Resident A's staffing requirements stated she must have 1:1 staffing at all times and on 10/28/2024, Resident A's 1:1 staffing, left her alone in her bedroom for an unknown amount of time.

On 11/20/2024, I completed an interview with home manager, Kellie Johnson. Ms. Johnson reported that she worked with staff, Davan Shirley, on 10/28/2024 and Mr. Shirley was assigned to be Resident A's 1:1 staffing. Ms. Johnson confirmed that Mr. Shirley left Resident A alone in her bedroom for approximately 15 minutes while taking a personal phone call.

On 11/20/2024, I reviewed Resident A's file. Resident A's Behavior Treatment Plan dated 08/22/2024 documents that Resident A is an elopement risk, and it is recommended that she have 1:1 staff "to stay with her at all times…" On 11/20/2024, I observed that Mr. Shirley signed Resident A's Behavior Treatment Plan on 09/26/2024 and was aware of Resident A's supervision requirements.

On 11/20/2024, I observed Resident A in her bedroom with 1:1 staff present. Resident A was sitting comfortably watching television, showing no signs of discomfort or distress. Resident A is diagnosed with Cerebral Palsy and Severe Intellectual Disability, she is nonverbal and therefore unable to participate in an interview.

On 11/26/2024, I completed an interview with staff, Davan Shirley. Mr. Shirley confirmed that he was assigned to be Resident A's 1:1 staffing on 10/28/2024. Mr. Shirley confirmed on 10/28/2024 that he left Resident A unattended for approximately 10 minutes to make a personal phone call. Mr. Shirley stated he obtained permission from home manager, Kellie Johnson, to make his phone call and assumed that she would supervise Resident A in his absence. Mr. Shirley stated it was miscommunication between him and Ms. Johnson on 10/28/2024 that left Resident A unsupervised.

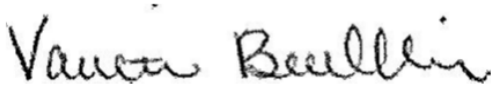
On 12/03/2024, I completed an exit conference with licensee designee, Jason Schmidt and discussed my findings with him. Mr. Schmidt agreed with findings and stated he would submit a corrective action plan to address the rule violation found.

APPLICABLE RULE	
R 400.14206	**Staffing requirements.**
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.

ANALYSIS:	Staff, Davan Shirley, did not provide Resident A with supervision as specified in Resident A's Behavior Treatment Plan dated 08/22/2024, when on 10/28/2024 Resident A was left unsupervised for approximately 15 minutes as confirmed by Mr. Shirley and home manager, Kellie Johnson during their interviews on 11/20/2024 and 11/26/2024 respectively.
CONCLUSION:	**VIOLATION ESTABLISHED**

IV. RECOMMENDATION

Contingent upon receipt and approval of a corrective action plan I recommend no change to the status of the license.



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Vanita C. Bouldin Date: 12/03/2024
Licensing Consultant

Approved By:

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Ardra Hunter Date: 12/16/2024
Area Manager