



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

February 27, 2025

Lea Nina Cobarrubias
NORMA'S HAVEN LLC
3410 Washington Avenue
Saint Joseph, MI 49085

RE: Application #: AS110418189
Norma's Haven LLC
481 Nickerson Ave.
Benton Harbor, MI 49022

Dear Ms. Cobarrubias:

Attached is the Original Licensing Study Report for the above referenced facility. The study has determined substantial compliance with applicable licensing statutes and administrative rules. Therefore, a temporary license with a maximum capacity of 5 is issued.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in cursive script that reads "Rodney Gill".

Rodney Gill, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS110418189
Licensee Name:	NORMA'S HAVEN LLC
Licensee Address:	3410 Washington Avenue Saint Joseph, MI 49085
Licensee Telephone #:	(231) 852-4537
Administrator/Licensee Designee:	Lea Nina Cobarrubias
Name of Facility:	Norma's Haven LLC
Facility Address:	481 Nickerson Ave. Benton Harbor, MI 49022
Facility Telephone #:	(231) 852-4537
Application Date:	01/19/2024
Capacity:	5
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL ALZHEIMERS AGED

1. METHODOLOGY

01/19/2024	On-Line Enrollment
01/22/2024	PSOR on Address Completed
01/22/2024	Contact - Document Sent Forms sent
02/07/2024	Contact - Document Received 1326/RI030
02/14/2024	Application Incomplete Letter Sent
04/03/2024	Application Incomplete Letter Sent Modified App Incomplete Letter, requested additional docs and readable version of submitted doc.
06/08/2024	Application Incomplete Letter Sent Reviewed 4 items sent 5/11, responded with updated App Incomplete
07/31/2024	Contact - Document Received Received an email from licensee designee (LD) Lea Nina Cobarrubias requesting consultation and technical assistance regarding her enrollment.
07/31/2024	Contact - Telephone call made to LD Ms. Cobarrubias providing consultation and technical assistance regarding her enrollment.
10/23/2024	Comment LD Ms. Cobarrubias emailed me her AFC Provider Training Attestation and has only to complete one training - Bloodborne Pathogens and Sharps Safety.
10/23/2024	Comment
10/24/2024	Comment Ms. Cobarrubias emailed me her completed AFC Provider Training Attestation and requested consultation and technical assistance.
10/24/2024	Comment

	I emailed Ms. Cobarrubias and provided requested consultation and technical assistance.
10/28/2024	Contact - Telephone call made to LD Ms. Cobarrubias to discuss additional supporting documentation required and an estimated timeframe for the facility to be ready for an onsite original inspection.
11/12/2024	Comment Email received from Ms. Cobarrubias requesting consultation and technical assistance.
11/12/2024	Comment I emailed Ms. Cobarrubias and provided the requested consultation and technical assistance.
11/29/2024	Comment I received an email from Ms. Cobarrubia.
12/03/2024	Comment I emailed Ms. Cobarrubias.
12/03/2024	Application Complete/On-site Needed
12/05/2024	Comment I emailed Ashley Harris and requested she add Ms. Cobarrubis as administer for this facility.
12/03/2024	Application Complete/On-site Needed
12/23/2024	Inspection Completed On-site
12/23/2024	Inspection Completed-BCAL Sub. Compliance
12/26/2024	Confirming Letter Sent
01/06/2024	Comment I emailed Ms. Cobarrubias a Corrective Action Plan (CAP) for her to finish filling out. I provided additional consultation and

	technical assistance regarding the licensing of her Adult Foster Care (AFC) facility.
01/06/2025	Comment
	Ms. Cobarrubias emailed requesting consultation regarding her enrollment.
01/28/2024	Comment
	I emailed Ms. Cobarrubias and provided the requested consultation regarding her enrollment.
12/26/2024	Application Incomplete Letter Sent
01/09/2025	Corrective Action Plan Requested and Due on
01/29/2025	Corrective Action Plan Received
01/30/2025	Corrective Action Plan Approved
01/30/2025	Comment
01/30/2025	Comment
02/11/2025	Inspection Completed On-site
02/11/2025	Inspection Completed-BCAL Full Compliance
2/27/2025	Recommend License Issuance
2/27/2025	LSR Generated

2. DESCRIPTION OF FINDINGS & CONCLUSIONS

A. Physical Description of Facility

Norma's Haven LLC is a ranch style home located in a residential area within Benton Harbor, MI. The facility has a purple vinyl exterior and is surrounded by beautiful landscape. The inside of the facility has an open concept with a comfortable, clean, and homey feel.

The facility has a large wooden front porch that is partially covered where residents can sit and enjoy the weather rain or shine. The porch is equipped with a ramp capable of accommodating individuals requiring a wheelchair for ambulation. The ramp meets all

licensing rules and regulations. The facility has a large driveway with two entrances for staff and visitor parking. The facility also boasts a nice-sized landscaped backyard with a large cement patio where residents can enjoy the outdoors when weather permits. The facility is not wheelchair accessible as it does not provide two approved means of egress for wheelchair bound residents from the first floor.

The home utilizes public water, and sewage so does not require annual Environmental Health Inspections. The facility accommodates five residents and as such does not require the Bureau of Fire Services (BFS) to conduct annual inspections. I ensured the facility met all rules and regulations relating to fire safety. The facility is equipped with a Wireless Interconnected Combination Smoke and Carbon Monoxide Detector system that meets fire safety rule requirements. The facility has a fire extinguisher on each floor and direct care staff members (DCSMs) are aware of their location and trained how to properly use them. I reviewed the facility fire, tornado, and medical emergency plans to ensure all fire safety and licensing rules were followed. I ensured residents could easily open windows in their bedrooms if necessary.

The facility's heating source is a boiler system and was last inspected and serviced on 11/1/23. The boiler system was found to be in good working condition.

Resident bedrooms and indoor living areas were measured during the on-site inspection and have the following dimensions:

Bedroom #	Room Dimensions	Total Square Footage	Total Resident Beds
1	11'2" x 9'	100.80	1
2	12'5" x 11'6"	145.00	2
3	14'10" x 11'4"	160.74	2

Given the sizes of the bedrooms and one to two residents per room, the facility's bedroom space meets the required 80 square feet allowed of usable floor space for a single occupancy and 65 square feet of usable floor space per bed for a multioccupancy resident bedroom.

The indoor living and dining areas measure a total of 442.76 square feet of living space. This greatly exceeds the minimum of 35 square feet of indoor living space per occupant, exclusive of bathrooms, storage areas, hallways, kitchens, and sleeping areas. Based on the above information, this facility can accommodate five residents. It is the licensee's responsibility not to exceed the facility's licensed capacity.

B. Program Description

The applicant intends to provide 24-hour supervision, protection, and personal care to 5 male or female residents between 18 and 99 years of age who are developmentally disabled, mentally ill, aged, and/or suffer from Alzheimer's disease/dementia, and require some level of assistance with activities of daily living (ADL).

The applicant's program statement indicates Norma's Haven, LLC is dedicated to providing a supportive and nurturing environment for adults who require assistance with daily living activities. The facility will cater to a diverse population, ensuring that each resident receives personalized care that respects their individuality and promotes their well-being.

The facility primarily serves:

- **Elderly Adults:** Individuals aged 60 and above who need assistance with daily activities such as bathing, dressing, and mobility. Residents who may have chronic health conditions that require ongoing care and supervision. Seniors seeking a safe and engaging community to maintain their quality of life.
- **Adults with developmental disabilities:** Individuals aged 18 and over with developmental disabilities such as Down syndrome, autism spectrum disorders, or intellectual disabilities. Residents who benefit from structured support and programs designed to enhance their independence and life skills.
- **Adults with Mental Health Conditions:** Adults experiencing mental health challenges including, but not limited to, depression, anxiety, bipolar disorder, or schizophrenia. Residents requiring a stable and supportive environment that provides therapeutic and recreational activities to support their mental health and wellness.
- **Adults with Physical Disabilities:** Individuals with physical impairments that limit their mobility or ability to perform daily tasks independently. Residents needing tailored accommodations and assistive devices to navigate their environment safely and comfortably.
- **Adults with Chronic Health Conditions:** Individuals with long-term health conditions such as diabetes, heart disease, or respiratory disorders. Residents who require medication reminders.

The approach of Norma's Haven LLC is to commit to creating a community where every resident feels valued and supported. The facility focuses on:

- **Personalized Care:** Developing individualized care plans that address the unique needs and preferences of each resident.
- **Inclusive Environment:** Fostering an atmosphere that promotes social interaction, engagement, and mutual respect among residents.
- **Professional Support:** Ensuring that our direct care staff members are trained to meet the diverse needs of our residents, always providing compassionate and professional care.

The facility will offer the following services:

➤ **Services in the home:**

1. Daily Living Assistance

- **Personal Care:** Assistance with activities of daily living (ADLs) such as bathing, dressing, grooming, and toileting. This support ensures that residents maintain personal hygiene and dignity.
- **Mobility Assistance:** Helping residents move safely within the facility, including transferring from bed to wheelchair, navigating stairs, or walking within the home.
- **Meal Preparation and Dining Support:** Offering nutritious meals tailored to residents' dietary needs, along with assistance during meals if required. Special diets (e.g., diabetic, low sodium) are accommodated.
- **Housekeeping and Laundry:** Maintaining a clean-living environment by providing regular housekeeping services and personal laundry assistance.

2. Medical Care Coordination

- **Medication Management:** Administering prescribed medications and monitoring for side effects. Ensuring timely and accurate dispensing of medications, as well as maintaining detailed medication records.
- **Health Monitoring:** Regular health assessments, including vital signs monitoring, weight checks, and managing chronic conditions. This also includes coordinating with healthcare providers for routine medical check-ups.
- **Emergency Response:** Staff trained in first aid and CPR, ready to respond to medical emergencies and coordinate with emergency medical services when necessary.

3. Recreational and Social Activities

- **Daily Activities:** Organizing a variety of activities to engage residents, such as arts and crafts, music therapy, board games, and gardening. These activities are designed to promote cognitive function, motor skills, and social interaction.
- **Exercise Programs:** Offering fitness and wellness programs tailored to the residents' abilities, including yoga, chair exercises, and walking groups to maintain physical health.
- **Social Events:** Hosting events like movie nights, holiday celebrations, and birthday parties to foster a sense of community and joy among residents.

4. Specialized Services

- **Memory Care:** Providing tailored programs and activities for residents with Alzheimer's or other forms of dementia. This includes sensory stimulation, reminiscence therapy, and structured routines to reduce confusion and anxiety.
- **Behavioral Support:** For residents with mental impairments or behavioral challenges, offering behavioral therapy and support to manage symptoms and improve quality of life.

➤ ***Services available from outside the home:***

1. Local Healthcare Providers

- **Primary Care and Specialists:** Arranging appointments and coordinating care with local doctors, specialists (such as cardiologists, neurologists), and dental care providers to address the comprehensive health needs of residents.
- **Physical and Occupational Therapy:** Partnering with local therapists to provide services that help residents improve or maintain mobility and independence.
- **Speech Therapy**

2. Community Engagement Opportunities

- **Volunteer Programs:** Connecting residents with volunteer opportunities that align with their interests and abilities, fostering a sense of purpose and community involvement.
- **Community Outings:** Organizing trips to local attractions, parks, shopping centers, and cultural events to keep residents engaged with the broader community.
- **Educational and Cultural Activities:** Facilitating participation in local community classes, lectures, and cultural events that enrich residents' lives.

3. Transportation Services

- **Medical Appointments:** Providing access to resources for reliable transportation to and from medical appointments, ensuring residents can attend their healthcare visits without stress or inconvenience.
- **Community Access:** Offering resources for transportation for shopping trips, religious services, or visits with family and friends, promoting independence and social connections.
- **Specialized Transport:** Ensuring access to companies or resources with wheelchair-accessible transportation for residents with mobility challenges.

➤ **Community resources available to meet resident needs:**

1. Healthcare and Medical Services

- **Primary Care Providers:** Coordination with local physicians and healthcare centers ensures residents have access to routine medical check-ups, preventive care, and management of chronic conditions.
- **Dental and Vision Care:** Coordinating with local dentists and optometrists ensures residents maintain their oral and visual health.

2. Mental Health and Behavioral Support

- **Community Mental Health Services Programs (CMHSPs):** These provide counseling, psychiatric services, and support for residents with mental health conditions.
- **Support Groups and Therapy:** Access to local support groups and therapy sessions for residents dealing with mental health challenges or substance abuse issues.
 - **NAMI Michigan:** Offering support groups for individuals with mental illnesses and their families.
 - **Alzheimer's Association – Michigan Chapter:** Providing resources and support for those affected by Alzheimer's and dementia.

3. Rehabilitation and Therapy Services

- **Physical and Occupational Therapy:** Collaborations with rehabilitation centers to provide residents with therapy services that aid in recovery and maintain physical abilities.
- **Speech Therapy:** Available for residents who need help with speech and communication disorders.

4. Social and Recreational Activities

- **Senior Centers and Community Centers:** Providing a variety of activities and social opportunities for residents to engage with their peers and the broader community.
 - **Area Agencies on Aging (AAA):** Offering programs and activities designed for seniors across various Michigan locations.
- **Libraries and Cultural Programs:** Encouraging participation in educational and cultural events to stimulate cognitive and social engagement.

5. Educational and Vocational Opportunities

- **Local Colleges and Adult Education Centers:** Providing access to lifelong learning opportunities and vocational training programs.
- **Volunteer Organizations:** Connecting residents with volunteer opportunities that align with their interests and skills.

- VolunteerMatch: An online platform that helps find local volunteer opportunities based on personal preferences.
- United Way of Southeastern Michigan: Coordinating community volunteer programs and activities.

6. Transportation Services

- Non-Emergency Medical Transportation (NEMT): Ensuring residents have reliable transportation to medical appointments, therapies, and other essential services.
 - Michigan Medicaid NEMT: Providing transportation for Medicaid beneficiaries to medical services.
 - LogistiCare: A transportation management company offering rides to healthcare appointments.
- Community Transit Services: Facilitating residents' access to social, recreational, and personal activities in the community.
 - Dial-A-Ride: Providing public transit services in the Benton Harbor and surrounding areas.

7. Housing and Legal Assistance

- Legal Aid and Advocacy: Access to legal services for issues such as housing rights, healthcare benefits, and guardianship.
 - Legal Aid of Western Michigan: Legal Aid is a nonprofit law firm providing free legal advice and representation in a broad range of areas including consumer cases, family matters, housing problems, government benefits, and much more.
- Housing Resources: Assistance with housing-related issues, including finding appropriate living arrangements and managing housing benefits.
 - Michigan State Housing Development Authority (MSHDA): Offering resources for affordable housing and rental assistance.

By leveraging these community resources, Norma's Haven LLC ensures that residents receive comprehensive support that extends beyond the home's walls. This integration with the broader community not only enhances the quality of life for residents but also supports their physical, mental, and social well-being.

C. Applicant and Administrator Qualifications

The applicant is Norma's Haven LLC. The applicant submitted a proposed annual budget statement projecting expenses and income to demonstrate the financial capability to operate this Adult Foster Care (AFC) small group home.

The applicant appointed Lea Nina Cobarrubias to be the licensee designee / administrator for this facility. Ms. Cobarrubias has sufficient credentials, experience and the required training to work in this capacity as she has a Doctor of Physical Therapy

(DPT) degree from the University of Michigan, has extensive experience working with developmentally disabled, mentally ill, Alzheimer's, dementia, and aged populations, and has completed all required training. Ms. Cobarrubias has a current licensing record clearance, medical clearance, and tuberculosis (TB) test on file.

The applicant has sufficient experience with required AFC licensing records and documentation.

The applicant provided a current Adult First Aid/CPR/AED Certificate of Completion.

The applicant has sufficient experience caring for individuals who suffer from Alzheimer's disease and dementia and understands the specific behavioral, physical, and emotional needs of this population. The applicant also submitted an approved Alzheimer's Statement outlining the type of care provided, continual training of direct care staff members, and the physical characteristics of the building best suited for resident's diagnosed with Alzheimer's disease.

The personnel policies, job descriptions, admission/discharge policy, financial projections, staff files, paperwork required for resident files, emergency plans, staff training modules and program description were reviewed and met licensing requirements.

The staffing pattern for the original license of this five-bed facility is adequate and includes a minimum of one DCSM per four residents on each shift. The applicant acknowledged that the DCSM to resident ratio may need to be decreased to provide the level of supervision or personal care required by the residents due to changes in their behavioral, physical, or medical needs. The applicant has indicated that DCSMs will be awake during sleeping hours.

The applicant acknowledged an understanding of the qualifications, suitability, and training requirements for DCSMs prior to each person working in the facility in that capacity or being considered as part of the staff to resident ratio. The applicant acknowledged an understanding of the responsibility to assess the good moral character of employees. The applicant acknowledged the requirement for obtaining criminal record checks of employees and contractors who have regular, ongoing "direct access" to residents or resident information or both utilizing the Michigan Long Term Care Partnership website (www.miltcpartnership.org) and the related documents required to demonstrate compliance.

The applicant acknowledged an understanding of the administrative rules regarding medication procedures and assured that only those DCSMs that have received medication training and have been determined competent by the licensee will administer medication to residents. In addition, the applicant has indicated that resident medication will be stored in a locked cabinet or medication cart and that daily medication logs will be maintained on each resident receiving medication.

The applicant acknowledged the responsibility to obtain all required good moral character, medical, and training documentation and signatures that are to be completed prior to each DCSM or volunteer working directly with residents. In addition, the applicant acknowledged the responsibility to maintain all required documentation in each employee's record for each licensee or licensee designee, administrator, and direct care staff or volunteer and follow the retention schedule for those documents contained within each employee's record.

The applicant acknowledged an understanding of the administrative rules regarding the admission criteria and procedural requirements for accepting a resident into the adult foster care home. The applicant acknowledged the responsibility to obtain the required written assessment plan, resident care agreement, and health care appraisal forms and signatures that are to be completed prior to, or at the time of, each resident's admission to the home as well as updating and completing those forms and obtaining new signatures for each resident on an annual basis.

The applicant acknowledged the responsibility to maintain a current resident record on file in the home for each resident and follow the retention schedule for all documents that are required to be maintained within each resident's file.

The applicant acknowledged an understanding of the administrative rules regarding the handling of resident funds and valuables and intends to comply. The applicant acknowledged that a separate Resident Funds Part II BCAL-2319 form will be created for each resident to document the date and amount of the adult foster care service fee paid each month and all resident personal money transactions that have been agreed to be managed by the applicant.

The applicant acknowledged an understanding of the administrative rules requiring that each resident be informed of their resident rights and provided with a copy of those rights. The applicant indicated the intent to respect and safeguard these resident rights.

The applicant acknowledged an understanding of the administrative rules regarding the requirements for written and verbal reporting of incidents and accidents and the responsibility to conduct an immediate investigation of the cause.

The applicant acknowledged the responsibility to provide a written discharge notice to the appropriate parties when a 30-day or less than 30-day discharge is requested.

The applicant acknowledged that residents with impaired physical mobility requiring a wheelchair to ambulate will not be admitted because the facility is not handicapped accessible.

D. Rule/Statutory Violations

Compliance with the licensing act and administrative rules related to the physical plant has been determined. Compliance with administrative rules related to quality of care will be assessed during the temporary license period.

3. RECOMMENDATION

I recommend issuance of a temporary license to this AFC adult small group home (capacity 1-4).

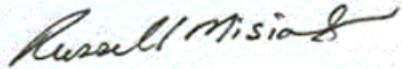


3/3/25

Rodney Gill
Licensing Consultant

Date

Approved By:



3/5/25

Russell B. Misiak
Area Manager

Date

**ADDENDUM
TO
ORIGINAL LICENSING STUDY REPORT DATED
2/27/25**

PURPOSE OF ADDENDUM:

The purpose of this addendum is to correct two obvious errors within the report.

DESCRIPTION OF FINDINGS AND CONCLUSIONS:

Page 11 of the report wrongfully read that the staff ratio was defined as a minimum of one DCSM to four residents when it should have read one DCSM to five residents. In addition, my recommendation on page 13 read the facility would be issued a capacity of 1-4 when in fact it should have read 1-5.

RECOMMENDATION:

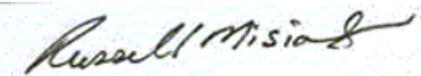
I recommend issuance of a temporary license to this AFC adult small group home (capacity 1-5).



3/31/25

Rodney Gill
Licensing Consultant

Date



3/27/25

Russell Misiak
Area Manager

Date