



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

May 23, 2025

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

RE: License #: AS250304220
Investigation #: 2025A0576036
Weston 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.
- Be signed and dated.

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 cursive script, appearing to read "C. Garza".

Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250304220
Investigation #:	2025A0576036
Complaint Receipt Date:	04/24/2025
Investigation Initiation Date:	04/25/2025
Report Due Date:	06/23/2025
Licensee Name:	Alternative Services Inc.
Licensee Address:	32625 W Seven Mile Rd., Suite 10 Livonia, MI 48152
Licensee Telephone #:	(248) 471-4880
Administrator:	Candy Hamilton
Licensee Designee:	Jennifer Bhaskaran
Name of Facility:	Weston Road
Facility Address:	4181 Weston Drive, Burton, MI 48509
Facility Telephone #:	(810) 736-2011
Original Issuance Date:	08/26/2009
License Status:	REGULAR
Effective Date:	05/21/2024
Expiration Date:	05/20/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
On 4/22/2025 Staff Shatangelia Smith came into the facility intoxicated and was playfully hugging residents. Resident A told Staff Smith to go away, and she responded by calling him a "big head bitch".	Yes

III. METHODOLOGY

04/24/2025	Special Investigation Intake 2025A0576036
04/25/2025	Special Investigation Initiated - On Site Interviewed Home Manager, Quante Johnson and Resident A
05/13/2025	Contact - Telephone call made Interviewed Staff James Skinner-Shields
05/13/2025	Contact - Telephone call made Interviewed Staff Shatangelia Smith
05/23/2025	APS Referral
05/23/2025	Exit Conference

ALLEGATION:

On 4/22/25 Staff Shatangelia Smith came into the facility intoxicated and was playfully hugging residents. Resident A told Staff Smith to go away, and she responded by calling him a "big head bitch".

INVESTIGATION:

On April 25, 2025, I conducted an unannounced on-site inspection at Weston Road Home and interviewed Home Manager Quante Johnson. Manager Johnson confirmed the allegations were true. Staff Shatangelia Smith was not on duty on April 22, 2025, and showed up at the facility. Staff Smith was loud and belligerent and staff that were working stated they believed Staff Smith to be under the influence. Staff called Manager Johnson, and he could hear Staff Smith laughing and calling out a staff member's name repeatedly. Staff Smith went to Resident A and tried to kiss him, and

Resident A pushed Staff Smith away from him. Manager Johnson heard Staff Smith call Resident A “a big head bitch” as he was on speaker phone. Manager Johnson spoke to Staff Smith and directed her to leave the facility. Staff Smith was suspended, and she showed up to work the following day. Staff Smith did not remember the day prior events and did not know she was suspended from work. Staff Smith admitted to Manager Johnson that she had been drinking wine prior to showing up at the home.

On April 25, 2025, I interviewed Resident A at his home. Resident A reported Staff Shatangelia Smith put her arms around him and tried to kiss him on the cheek. Resident A told Staff Smith to get away from him as he did not want her to hug him. Resident A did not hear her call him any names.

On May 13, 2025, I interviewed Staff James Skimmer-Shields regarding the allegations. Staff Skimmer-Shields confirmed the allegations were true and stated Staff Shatangelia Smith told Resident A “you know I love you, you big head bitch.” Staff Skimmer-Shields called the home manager who heard Staff Smith call Resident A the name. Staff Skinner-Shields tried to get Staff Smith to leave the home, and he is not sure why she came to the facility as she was not scheduled to work. When Manager Johnson told Staff Smith to leave, she did. According to Staff Skimmer-Shields, Staff Smith was under the influence of alcohol, and he could smell it on her breath. Staff Smith also admitted to drinking “wine and 1800”. Staff Smith never speaks to residents “that way” and he knew she was under the influence. No resident was harmed, and Staff Smith was “overly friendly”. Resident A pushed her and told her to get away when Staff Smith tried to hug and kiss him.

On May 13, 2025, I interviewed Staff Shatangelia Smith regarding the allegations. Staff Smith confirmed the allegations were true and she is very sorry for what she did. Staff Smith explained that she had worked on April 22, 2025, and left when she was done with her shift. When she left work, she was drinking wine with a friend. Staff Smith does not remember going to the facility and she is very embarrassed about her behavior. Normally Staff Smith would never curse in front of the residents, and she takes full responsibility for her actions. Staff Smith is still employed however she is suspended at this time.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(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.
ANALYSIS:	It was alleged that Staff Shatangelia Smith went to work under the influence of and cursed at a resident. Upon conclusion of investigative interviews, there is a preponderance of evidence to conclude a rule violation.

	<p>On April 22, 2025, Staff Smith went to the facility and was under the influence of alcohol according to staff who was on duty, James Skinner-Shields. Staff Skinner-Shields called the home manager, Quante Johnson, who could hear Staff Smith on the speaker phone. Staff Smith tried to hug and kiss Resident A who pushed her away. Staff Smith called Resident A a vulgar name. Staff Smith admitted drinking prior to arriving at the facility and could not recall what she did while at the home.</p> <p>There is a preponderance of evidence to conclude Resident A was not treated with dignity by staff as he was subject to unwanted physical touch and called a vulgar name.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, no change in the license status is recommended.



5/23/2025

Christina Garza
Licensing Consultant

Date

Approved By:



5/23/2025

Mary E. Holton
Area Manager

Date