



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

August 22, 2017

Derek Robbins
Heartfelt Residential Care, LLC
37637 Five Mile Rd
Suite 392
Livonia, MI 48154

RE: Application #: AS630387131
Heartfelt Hawthorne Home
22430 Hawthorne St
Farmington, MI 48336

Dear Mr. Robbins:

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 6 is issued.

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Cindy Adams".

Cindy Adams, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(248) 860-4475

enclosure

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

I. IDENTIFYING INFORMATION

License Application #: AS630387131

Licensee Name: Heartfelt Residential Care, LLC

Licensee Address: 37637 Five Mile Rd
Suite 392
Livonia, MI 48154

Licensee Telephone #: (800) 379-3860

Administrator: Tracy Shannon-Woelfel

Licensee Designee: Derek Robbins

Name of Facility: Heartfelt Hawthorne Home

Facility Address: 22430 Hawthorne St
Farmington, MI 48336

Facility Telephone #: (800) 379-3860

Application Date: 03/01/2017

Capacity: 6

Program Type: PHYSICALLY HANDICAPPED
DEVELOPMENTALLY DISABLED
AGED
TRAUMATICALLY BRAIN INJURED
ALZHEIMERS

II. METHODOLOGY

03/01/2017	On-Line Enrollment
03/07/2017	File Transferred To Field Office Pontiac.
03/07/2017	Contact - Document Sent Act & Rules.
03/10/2017	Contact - Document Received Licensing file received from Central office
04/24/2017	Application Incomplete Letter Sent
04/27/2017	Contact - Document Received Received emailed documents.
05/12/2017	Application Complete/On-site needed
05/12/2017	Inspection Completed On-site
05/12/2017	Application Incomplete Letter Sent
05/17/2017	Contact – Document Received Additional documents received.
05/17/2017	Inspection Complete-BCAL Full Compliance

III. DESCRIPTION OF FINDINGS & CONCLUSIONS

A. Physical Description of Facility

This evaluation is based upon the requirements of P.A. 218 of the Michigan Public Acts of 1979, as amended, and the Administrative Rules governing operation of small group adult foster care facilities with an approved capacity of 1-6 residents, licensed or proposed to be licensed after 5/24/1994.

The Heartfelt Hawthorne Home is located at 22430 Hawthorne, Farmington, MI 48336. The home is owned by Barry and Ann Robbins with proof of ownership and permission to inspect the property contained in the facility file.

Heartfelt Hawthorne Home is a ranch styled residential structure without a basement or garage. The home consists of a kitchen, living room, dining room, laundry room and six bedrooms. It is wheelchair accessible and has two approved means of egress that are equipped with a ramp from the first floor.

The living room and dining room areas measure a total of 416 square feet of living space. This exceeds the minimum of 35 square feet per occupant requirement.

The facility is heated by a natural gas forced air furnace. The furnace and hot water heater are located in the laundry room and are equipped with an approved fire rated door with an automatic self-closing device and positive latching hardware. The facility is equipped with an interconnected, hardwired smoke detection system with battery operated back-up, which was installed by a licensed electrician and is fully operational. Battery operated smoke detectors are also installed in each of the six bedrooms and a fire extinguisher is contained in the kitchen. The facility utilizes the public water supply and sewage disposal system.

The bedrooms were properly furnished, neat and clean. Each bedroom has an easily operable window, a bed, a dresser, a mirror for grooming and a chair. The bedrooms all have adequate closet space for storage and adequate lighting to provide for the needs of the residents. Bedroom # 6 contains a walk-in closet, half bath and a walk out patio.

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

Bedroom #	Room Dimensions	Total Square Footage	Total Resident Beds
1	10' x 12'	120	1
2	10' x 12'	120	1
3	10' x 12'	120	1
4	10' x 12'	120	1
5	10' x 10'	100	1
6	14' x 13'	182	1

Total capacity: 6

Based on the above information, this facility can accommodate six residents. It is the licensee's responsibility not to exceed the facility's licensed capacity.

B. Program Description

Admission and discharge policies, program statement, refund policy, personnel policies, and standard procedures for the facility were reviewed and accepted as written. The applicant intends to provide 24-hour supervision, protection and personal care to five (6) adults, male or female, who are aged, developmentally disabled, physically handicapped, traumatically brain injured or who suffer from Alzheimer's.

According to the program statement, supervision and personal care services will be provided to each resident based on his or her individual needs. Each resident's plan of care will be established based on his or her individual needs. As part of the basic fee, The Heartfelt Hawthorne Home will provide room and board, three daily meals, snacks, laundry, cleaning and all aspects of personal care as needed for bathing, toileting, grooming, dressing, personal hygiene and maintenance of medication.

If required, behavioral intervention and crisis intervention programs will be developed as identified in the assessment plan. These programs shall be implemented only by trained staff and only with the prior approval of the resident, guardian and the responsible agency and as written and established by qualified behavioral specialists.

In addition to the above program elements, it is the intent of the applicant to utilize local community resources for recreational activities including (*the library, local museums, shopping centers, churches, etc.*). These resources provide an environment to enhance the quality of life (and increase the independence, *if applicable*) of residents.

C. Applicant and Administrator Qualifications

The applicant is Heartfelt Residential Care, L.L.C., a “Domestic Limited Liability Company”, established in Michigan on 2/16/2017. The applicant submitted a financial statement and established an annual budget projecting expenses and income to demonstrate the financial capability to operate this adult foster care facility.

The members of Heartfelt Residential Care, L.L.C. have submitted documentation appointing Derek Robbins as licensee designee for this facility and Tracy Shannon-Woelfel as the administrator of the facility.

Criminal history background checks of the licensee designee and administrator were completed and they were determined to be of good moral character to provide licensed adult foster care. The licensee designee and administrator submitted statements from a physician documenting their good health and current negative tuberculosis test results.

The licensee designee and administrator have provided documentation to satisfy the qualifications and training requirements identified in the group home administrative rules. Mr. Robbins holds a Bachelor of Science degree in Computer Systems Science from Michigan Technological University and is currently the CEO of Heartfelt Care Inc. (an IVIG-Intravenous Immunoglobulin and infusion therapy company). Heartfelt Care Inc. was founded by Derek Robbins and Tracy Shannon-Woelfel in 2013. Mr. Robbins has worked in the technology field since obtaining his degree and currently works for Ford Motor Company as a project manager. He has over seven years of professional experience in the field of technology.

Tracy Shannon-Woelfel obtained a diploma in Practical Nursing and an Associate Degree from Davenport University. Ms. Shannon-Woelfel is a registered nurse and has over 12 years of nursing experience. She currently works for Heartfelt Care Inc. where she is co-founder and has worked since 2014.

The staffing pattern for the original license of this 6 bed facility is adequate and includes a minimum of 1 staff for 6 residents per shift. The licensee designee Derek Robbins acknowledged that the staff to resident ratio may need to be decreased in order 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 direct care staff will be awake during sleeping hours.

The licensee designee Derek Robbins acknowledged an understanding of the qualifications, suitability, and training requirements for direct care staff prior to each person working in the facility in that capacity or being considered as part of the staff to resident ratio.

The licensee designee Derek Robbins acknowledged an understanding of the responsibility to assess the good moral character of employees. Mr. Robbins acknowledge(s) 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 licensee designee Derek Robbins acknowledged an understanding of the administrative rules regarding medication procedures and assured that only those direct care staff that have received medication training and have been determined competent by the licensee or licensee designee will administer medication to residents. In addition, Mr. Robbins has indicated that resident medication will be stored in a locked cabinet and that daily medication logs will be maintained on each resident receiving medication.

The licensee designee Derek Robbins acknowledged the responsibility to obtain all required good moral character, medical, and training documentation and signatures that are to be completed prior to each direct care staff or volunteer working directly with residents. In addition, the Mr. Robbins 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 licensee designee Derek Robbins 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 licensee designee Derek Robbins acknowledge the responsibility to obtain the required written assessment, 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 licensee designee Derek Robbins acknowledged the responsibility to maintain a current resident record on file in the home for each resident and follow the retention schedule for all of the documents that are required to be maintained within each resident's file.

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

The licensee designee Derek Robbins 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. Mr. Robbins indicated the intent to respect and safeguard these resident rights.

The licensee designee Derek Robbins 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 licensee designee Derek Robbins 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 licensee designee Derek Robbins acknowledged that residents with mobility impairments may only reside on the main floor of the facility.

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.

IV. RECOMMENDATION

I recommend issuance of a six-month temporary license to this adult foster care small group home with a capacity of 6.

Cindy Adams

8/9/2017

Cindy Adams
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

08/22/2017

Denise Y. Nunn
Area Manager

Date