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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 13, 2020

Melissa Williams
Beacon Specialized Living Services, Inc.
Suite 110
890 N. 10th St.
Kalamazoo, MI 49009

RE: License #: AS250387844
Investigation #: 2020A0501012
Beacon Home at Washburn

Dear Ms. Williams:

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:

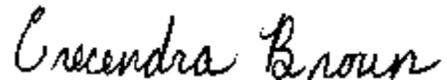
- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

A six-month provisional license is recommended. If you do not contest the issuance of a provisional license, you must indicate so in writing; this may be included in your corrective action plan or in a separate document. If you contest the issuance of a provisional license, you must notify this office in writing and an administrative hearing will be scheduled. Even if you contest the issuance of a provisional license, you must still submit an acceptable corrective action plan.

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.

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 (810) 787-7031.

Sincerely,

A handwritten signature in cursive script that reads "Crecendra Brown".

Crecendra Brown, Licensing Consultant
Bureau of Community and Health Systems
4809 Clio Road
Flint, MI 48504
(810) 931-0965

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250387844
Investigation #:	2020A0501012
Complaint Receipt Date:	12/23/2019
Investigation Initiation Date:	12/23/2019
Report Due Date:	02/21/2020
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Matthew Owens
Licensee Designee:	Melissa Williams
Name of Facility:	Beacon Home at Washburn
Facility Address:	8012 Washburn Rd. Goodrich, MI 48438
Facility Telephone #:	(810) 636-2281
Original Issuance Date:	09/07/2017
License Status:	REGULAR
Effective Date:	10/18/2019
Expiration Date:	10/17/2021
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
In September 2019, Home Manager Katelyn Dobson video recorded Staff Melissa Hubbell and Staff Donovan Lee cracking eggs on Resident A's head and face while Resident B threw eggs at Resident A.	Yes

III. METHODOLOGY

12/23/2019	Special Investigation Intake 2020A0501012
12/23/2019	Special Investigation Initiated - Telephone Administrator Matthew Owens.
12/23/2019	APS Referral APS Referral denied.
01/14/2020	Inspection Completed On-site Staff Shanika Flood, Staff Eric Thompson and Resident A.
01/16/2020	Contact - Face to Face Home Manager Katelyn Dobson.
01/30/2020	Contact - Telephone call made Guardian A.
01/30/2020	Contact - Telephone call made Staff Melissa Hubble.
01/30/2020	Contact - Telephone call made Staff Donovan Lee.
01/30/2020	Contact - Telephone call made Staff Evette Bizzel.
01/30/2020	Contact - Telephone call made Staff Sasha Simmons.
02/13/2020	Contact – Telephone call made Phone contact with Mr. Owen.

02/13/2020	Exit Conference Administrator Matthew Owens.
02/13/2020	Exit Conference Licensee Designee Melissa Williams.

ALLEGATION:

In September 2019, Home Manager Katelyn Dobson video recorded Staff Melissa Hubbell and Staff Donovan Lee cracking eggs on Resident A's head and face while Resident B threw eggs at Resident A.

INVESTIGATION:

On December 23, 2019, I received a phone call from Administrator Matthew Owens. Administrator Matthew Owens stated that ex-employee, Home Manager Katelyn Dobson, recorded Staff Melissa Hubble, Staff Donovan Lee and Resident B cracking eggs on Resident A's head and face. Administrator Owens stated that Resident B moved out of the home September 2019 and the incident happened in September 2019. Administrator Owens stated that Staff Melissa Hubble was suspended pending the investigation and Staff Donovan Lee no longer works at the home. Administrator Owens stated that Home Manager Katelyn Dobson was fired and she was threatening staff that still worked at the home. Administrator Owens stated that he would email me a copy of the video.

In the video, Resident A is on the floor screaming. Staff Donovan Lee is standing over Resident A with his back to the recording. Staff Lee is bent over saying something to Resident A, but you can only hear Resident A screaming. Staff Melissa Hubble walks up to Resident A to say something while he is on the floor and Staff Lee is standing directly over Resident A, but you can only hear Resident A screaming. Staff Hubble appears to be holding something in her left hand and you cannot see what Staff Lee is doing or saying because his back is to the camera. Resident A is still screaming while on the floor. Staff Lee stands up as Resident A is screaming "No No" repeatedly and Staff Lee walks away. Resident A gets up on his hands and knees. Staff Hubble starts hitting Resident A in the back with an egg while Resident A is screaming "No." Resident B walks up while Staff Hubble is hitting Resident A in the back and starts hitting Resident A in the face with eggs with both of his hands.

On January 14, 2020, I conducted an onsite investigation at Beacon Home at Washburn. Staff Shanika Flood, Staff Eric Thompson and Resident A were interviewed.

Staff Shanika Flood and Staff Eric Thompson stated that they didn't know anything about the allegation. Staff Flood and Staff Thompson stated that they usual work at a different Beacon Home, but they are filling in because the home has lost staff. Staff

Flood and Staff Thompson stated that they were not working at the home during the time of the incident.

I requested to see Resident A's assessment plan. Staff could not find Resident A's assessment plan. I requested a copy be sent to me and I received one on February 3, 2020. The assessment plan was signed by Guardian A and Licensee Designee Melissa Williams on January 6, 2020. The assessment plan does not say anything about Resident A's supervision in the specialized behavior home. The assessment plan states that Resident A controls his aggressive behavior and gets along with others, but I have received several incident reports on Resident A getting into physical altercations with other residents.

Resident A stated that he remembered the incident. Resident A stated that Resident B hit him in the face with an egg. Resident A stated that Resident B is no longer at the home. Resident A stated that he has a room to himself.

On January 16, 2020, I conducted a face to face interview with Home Manager Katelyn Dobson. Ms. Dobson stated that Resident A is severely autistic and she remembers what happened that day. Ms. Dobson stated that Resident A threw eggs at her, Staff Hubble, Staff Lee and put eggs in Resident B's stereo. Ms. Dobson stated that they all got Resident A back with eggs. Ms. Dobson stated that she recorded the video with her phone and it was out of fun, not abuse. Ms. Dobson stated that they all participated in the egg fight. Ms. Dobson stated that Resident A did break Resident B's stereo by putting eggs in it. Ms. Dobson stated that no one meant to hurt Resident A and the incident happened back in September 2019. Ms. Dobson stated that she sent the video to Beacon Management because Staff Hubble and Staff Lee are the reason she was fired. Ms. Dobson stated that Staff Hubble became the new Home Manager after she was fired.

On January 30, 2020, I attempted to contact Guardian A via telephone. Guardian A did not answer and I left a voice message. To date, I have not received a return phone call from Guardian A.

On January 30, 2020, I conducted a phone interview with Staff Melissa Hubble. Staff Melissa Hubble stated that the egg fight started between Resident A and Resident B. Staff Hubble stated that the egg fight escalated and she tried to break it up. Staff Hubble stated that Resident B did hit Resident A with an egg while she was trying to break it up. Staff Hubble stated that she was just trying to calm down Resident A. Staff Hubble stated that she never hit Resident A with an egg. Staff Hubble stated that she never saw Staff Lee hit Resident A with an egg. Staff Hubble stated that Staff Lee was standing over Resident A to calm him down.

On January 30, 2020, I conducted a phone interview with Staff Donovan Lee. Staff Donovan Lee stated that Resident A was having an altercation with Resident B. Staff Lee stated that he was trying to calm them down. Staff Lee stated that he never hit Resident A with an egg and he didn't see Staff Hubble hit Resident A with an egg. Staff

Lee stated that he was just trying to get Resident A off the floor. Staff Lee stated that Resident A and Resident B cracked an entire carton of eggs on each other.

On January 30, 2020, I attempted to contact Staff Evette Bizzel. Staff Evette Bizzel's phone rang several times and no voicemail came on. To date, Staff Evette Bizzel has not returned my phone call.

On January 30, 2020, I conducted a phone interview with Staff Sasha Simmons. Staff Sasha Simmons stated that she didn't know anything about the allegations. Staff Simmons stated that she has never seen anything like that in the home.

On February 12, 2020, I conducted a phone exit conference with Administrator Matthew Owens. I informed Administrator Owens that I would be requesting a corrective action plan for the violations. Administrator Owens stated that he would be completing the corrective action plan.

On February 13, 2020, I conducted a phone exit conference with Administrator Matthew Owens. I informed Administrator Owens that a provisional license is recommended for the violations and a corrective action plan is requested. Administrator Owens stated that the video did look bad and the staff made bad decisions. Administrator Owens stated that he would be reviewing the report and did not state if they would be accepting the provisional license.

On February 13, 2020, I attempted to conduct a phone exit conference with Licensee Designee Melissa Williams. Phone went to voicemail and I left a detailed message for Licensee Designee Williams to call me back. Additionally, I sent Licensee Designee Williams a follow-up email informing her that I would be recommending a provisional license for this investigation and I had completed a phone exit conference with Administrator Matthew Owens.

In Special Investigation 2018A0501045 dated October 19, 2018, Beacon Home at Washburn staff did not provide Resident A with the level of protection, safety and supervision listed in his plan. Staff did not know Resident A and Resident B were in the bathroom together. Resident A had been sexually assaulted by Resident B more than once and Resident B was arrested.

Corrective action plan dated November 1, 2018 for Special Investigation 2018A0501045 stated that the safety of the residents is the priority of the organization and all staff are to be fully trained on providing services. The facility was placed on a 6-month provisional license.

In Special Investigation 2020A0501007 date December 27, 2019, Resident A had a large baseball size bruise on his leg from a takedown move performed on him by a staff member while he was trying to fight. When I requested to see Resident A's assessment plan, staff could not find it and provided me with a copy of Resident A's personal care

plan. The personal care plan did not say anything about take downs or physical management for Resident A.

Corrective action plan dated January 10, 2020 for Special Investigation 2020A0501007 stated the staff was cited by Beacon for using the physical management and staff would be receiving training on resident treatment plans.

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	(2) Direct care staff shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.
ANALYSIS:	The video shows Resident A on the floor screaming “No” repeatedly while Home Manager Katelyn Dobson was recording it, Staff Donovan Lee was standing directly over Resident A, Staff Melissa Hubble was hitting Resident A on the back with eggs and Resident B hit Resident A in the face with eggs. Home Manager Katelyn Dobson, Staff Melissa Hubble and Staff Donovan Lee actions and behavior demonstrate they are not suitable to meet the physical, emotional, intellectual and social needs of vulnerable adults living in adult foster care homes.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14305	Resident protection.
	Resident protection. (1) A resident shall be assured privacy and protection from moral, social, and financial exploitation. (2) All work that is performed by a resident shall be in accordance with the written assessment plan. (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:	The video shows Resident A on the floor screaming “No” repeatedly while Staff Donovan Lee stands directly over him, Staff Melissa Hubble hits Resident A on the back with eggs and Resident B hits Resident A in the face with eggs.

	Home Manager Katelyn Dobson, Staff Melissa Hubble and Staff Donovan Lee stated that Resident A damaged Resident B's stereo with the eggs and I have received several incident reports on Resident A getting into physical altercations with other residents. Resident A's assessment plan does not say anything about his behaviors or supervision.
	Resident A's assessment plan does not accurately report his identified needs in the home and how they will be addressed. Home Manager Katelyn Dobson, Staff Melissa Hubble and Staff Donovan Lee did not treat Resident A with dignity and did not attend to his safety in the home.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED Special Investigation Report dated October 19, 2018. Special Investigation Report dated December 27, 2019.

IV. RECOMMENDATION

Upon the receipt of an acceptable and approved corrective action plan, a six-month provisional license is recommended.

Crecendra Brown

February 13, 2020

Crecendra Brown
Licensing Consultant

Date

Approved By:

Mary Holton

February 13, 2020

Mary E Holton
Area Manager

Date