



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 23, 2021

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

RE: License #: AS250387910
Investigation #: 2021A0580029
Beacon Home at Goodrich

Dear Ms. VanNiman:

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 (906) 260-4171.

Sincerely,

A handwritten signature in cursive script that reads "Sabrina McGowan". The letters are fluid and connected, with a prominent 'S' at the beginning and a 'G' at the end.

Sabrina McGowan, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 835-1019

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250387910
Investigation #:	2021A0580029
Complaint Receipt Date:	06/01/2021
Investigation Initiation Date:	06/03/2021
Report Due Date:	07/31/2021
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Mr. Kevin Beltran II
Licensee Designee:	Nichole VanNiman
Name of Facility:	Beacon Home at Goodrich
Facility Address:	9186 Washburn Rd. Goodrich, MI 48438
Facility Telephone #:	(810) 636-9598
Original Issuance Date:	09/07/2017
License Status:	REGULAR
Effective Date:	06/10/2021
Expiration Date:	06/09/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

	MENTALLY ILL AGED TRAUMATICALLY BRAIN INJURED
--	---

II. ALLEGATION(S)

	Violation Established?
Resident A is being physically assaulted by Resident B on a daily basis. The staff are present when this occurs but are not allowed to physically intervene.	No
Additional Findings	Yes

III. METHODOLOGY

06/01/2021	Special Investigation Intake 2021A0580029
06/01/2021	APS Referral A complaint opened by APS for investigation was received via BCAL Online Complaints.
06/03/2021	Special Investigation Initiated - Telephone A call was made to the home manager, Ms. Rochelle Jarri.
06/03/2021	Contact - Document Received A copy of documents requested were received from Ms. Jarri.
06/03/2021	Contact - Telephone call made A call was made to Ms. Beth Pincher, Livingston Co. CMH Case Manager for both Resident's A and B.
06/08/2021	Inspection Completed On-site An onsite inspection was conducted at Beacon Home at Goodrich.
06/08/2021	Contact - Face to Face An in-person interview was conducted with Resident A.
06/08/2021	Contact - Face to Face An in-person interview was conducted with Resident B.
06/08/2021	Contact - Face to Face An in-person interview was conducted with direct staff, Ms. Denise Fifield.
06/15/2021	Contact - Telephone call received A call was received from Ms. Monica Voltz, APS Investigator, Genesee County.

07/21/2021	Contact - Telephone call made A call was made to Ms. Beth Pincher, Livingston Co. CMH Case Manager.
07/23/2021	Exit Conference An exit conference was held with the license administrator. Mr. Kevin Beltran II.

ALLEGATION:

Resident A is being physically assaulted by Resident B on a daily basis. The staff are present when this occurs but are not allowed to physically intervene.

INVESTIGATION:

On 06/01/2021, I received a complaint via BCAL Online Complaints. This complaint was opened by APS for investigation.

On 06/03/2021, I made a phone call to assigned APS worker Ms. Monica Voltz. A voice mail was left requesting a return call.

On 06/03/2021, I spoke with Ms. Rochelle Jarri, Beacon home manager, regarding the allegations. She shared that she did submit several incident reports to licensing regarding several incidents involving Resident A and Resident B over the Memorial Day Weekend. Ms. Jarri shared that Resident A typically verbally instigates things with Resident B. Resident B will then attempt to attack Resident A. Resident A will also physically attack or defend herself. She admits that they have quarreled in the past, however, they have never risen to the level of either resident requiring medical attention outside of an ice pack or a band-aid. Staff intervene according to both resident's behavior treatment plan. She added that the 2 residents repeat the cycle about every 6-8 months.

Ms. stated that neither resident has been given a 30-day notice, however, they are seeking a new Beacon Home placement for Resident B. Ms. Beth Pincher, assigned Livingston County CMH case manager for both residents is also seeking another placement for Resident B. Both residents attend day program. An onsite was scheduled for Tuesday June 8th.

On 06/03/2021, I spoke with Ms. Beth Pincher, assigned Livingston County CMH worker for both Resident's A and B. She indicated that Resident A and Resident B have a rocky history, having known each other for quite some time prior to residing together at the Beacon AFC. She verified that Resident A was in the home prior to Resident B's placement in February 2019. Ms. Pincher added that the two residents get along overall, however, there are periods of time that they do not. For Resident B, she has

attempted to have the aggression addressed via therapy and medication changes. Ms. Pincher added that a transfer request for Resident B has been submitted.

Ms. Pincher indicated that staff could use blocking, and redirection as interventions, however, they cannot use physical intervention for either of these residents.

On 06/03/2021, I received an emailed copy of the incident reports submitted to licensing over the Memorial Day weekend involving Resident's A and B, from Beacon home manager, Ms. Rochelle Jarri. It should be noted that most of the incident reports are duplicates due to staff completing a separate incident report for both residents involved.

The incident report dated 05/28/2021 indicated that when staff prompted Resident B to take a shower, Resident A stated aloud that the house stinks. Resident B then proceeded to punch Resident A. Staff verbally redirected both residents, getting them to separate. Resident A went to her room where she feels safe. As a corrective measure, staff encouraged both residents to utilize their coping skills.

The incident report dated 05/29/2021 indicated that Resident B misplaced her phone and accused Resident A of taking it. Resident B became verbally aggressive toward Resident A and then struck her in her arm. Resident A then grabbed Resident B at her knees and brought her to the floor. Both residents were verbally re-directed and able to be separated by staff. As a corrective measure, staff encouraged both residents to utilize their coping skills during conflict.

Another incident report dated 05/29/2021 indicated that Resident's A and B were being verbally assaultive towards one another when Resident B lunged at Resident A and punched her in the arm. Resident A then stood up and grabbed Resident A by her knees and brought her to the floor. Staff was able to verbally de-escalate the residents. They were then redirected and separated. As a corrective measure, both residents were encouraged to use their coping skills during conflict.

An incident report dated 05/31/2021 indicated that Resident A and Resident B got into a physical altercation. Resident B punched Resident A in the head three times. Another resident separated Resident A and B. Staff was able to de-escalate the situation. Resident B then called the police. The police came and spoke with everyone. As a corrective measure, staff continued to encourage both residents to utilize their coping skills. In addition, alternate placement options are being explored.

Another incident report dated 06/01/2021 indicated that Resident A was speaking ill of Resident B. Resident B overheard and threw a chair at Resident A. The chair landed on the floor. It did not hit Resident A. Staff was able to verbally de-escalate the matter. As a corrective measure, staff continued to encourage both residents to utilize their coping skills. In addition, alternate placement options are being explored.

On 06/08/2021, I conducted an onsite inspection at Beacon Home at Goodrich. Contact was made with Ms. Jarri. Copies of the AFC assessment plan and Individual Plan of Service (IPOS) for both residents were obtained.

The AFC assessment plan for Resident A indicates that Resident A has a history of assaultive behavior and staff will follow the directions of her Behavior Treatment Plan (BTP) when she begins to engage in this behavior. This plan is documented with the resident's IPOS. The BTP for Resident A indicates that staff will encourage Resident A to journal or speak with them to reflect on a behavior or incident with peers. Staff will encourage Resident A to reflect on the emotions, body language, and cues of others and other factors that caused her to physically react to the other resident.

The AFC assessment plan for Resident B indicates that staff will encourage her to utilize her coping skills when feeling aggression. The BTP for Resident B indicates that when/if Resident B becomes physically aggressive with others, redirect her, and discuss alternatives to using PRN's when possible. This can include talking about how she is feeling, helping her identify the emotion/situation.

On 06/08/2021, I conducted an in-person with Resident A in her bedroom. She indicated that she and Resident B get into it quite often, however, she admits that this is the worse it has ever been. She states that she wants Resident B out of the home or she want to move to her own apartment. Resident A indicated that she can be independent. Resident A stated that Resident B keeps hitting her and she has not hit her back at all. She indicated that Resident B pushed her against the door, causing her to skid her arm on the wall. She then alleges that Resident B pushed her down, causing bruising to her ankle. Her bruised ankle has since healed. Resident A's elbow was observed as having a slight scab, over 80% healed. No medical treatment was required. She indicated that Resident B is disrespectful and selfish. She adds that staff try and talk to Resident B to keep her from hitting her. She also adds that staff also get hit by Resident B when they try and stop her. Resident A stated that she has been in 19 AFC homes and this is the nicest one. She Resident A adds that staff in the home are amazing and do not deserve to get into any trouble. She stated that the home would be ideal if Resident B were not there.

On 06/08/2021, I conducted an in-person interview with Resident B while at Beacon Home at Goodrich. Resident B admitted that she pushed Resident A to the ground causing her elbow to be bloody and bruised. Resident B stated that she knocked Resident A down twice. She indicated that it is Resident A's fault because she hit her first. Resident B adds that she is moving anyway and wants to be gone. She added that she knows Resident A from previously living in Howell, MI.

On 06/08/2021, I conducted an in-person interview with direct staff, Ms. Denise Fifield. Upon inquiring about the frequency of the fights between Resident A and Resident B she indicated that it depends on the day. She added that it goes both ways, with either of them being the aggressor. She indicated that staff try their best to keep them as

separate as possible. She indicated that there is little that staff can do to break the fights up due to being unable to physically intervene.

On 06/15/2021, I received a call from APS investigator Ms. Monica Voltz. She indicated that she will be substantiating the claim of physical abuse.

On 07/21/2021, I made a follow-up call to Ms. Beth Pincher, CMH case manager. She indicated that Resident B was replaced from Beacon Home at Goodrich into a different AFC located in Fenton, MI on 06/23/2021.

On 07/23/2021, I conducted an exit conference with the license administrator, Mr. Kevin Beltran II. Mr. Beltran was informed that the initial allegations do not support the rule violation, however, an additional licensing rule violation was found. A corrective action plan was requested in 15 days.

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:	<p>It was alleged that Resident A is being physically assaulted by Resident B on a daily basis. The staff are present when this occurs but are not allowed to physically intervene.</p> <p>Beacon Home manager, Ms. Rochelle Jarri, stated that Resident A typically verbally instigates things with Resident B. Resident B will then attempt to attack Resident A. Resident A will also physically attack or defend herself. She admits that they have quarreled in the past, however, they have never risen to the level of either resident requiring medical attention outside of an ice pack or a band-aid. Staff intervene according to both resident's behavior treatment plan.</p> <p>Ms. Beth Pincher, assigned Livingston County CMH worker for both Resident's A and B, stated that the two residents get along overall, however, there are periods of time that they do not. Ms. Pincher added that a transfer request for Resident B has been submitted. She also indicated that staff could use blocking, and redirection as interventions, however, they cannot use physical intervention for either of these residents.</p>

The AFC assessment plan for Resident A indicates that Resident A has a history of assaultive behavior and staff will follow the directions of her Behavior Treatment Plan (BTP) when she begins to engage in this behavior. The BTP for Resident A indicates that staff will encourage Resident A to journal or speak with them to reflect on a behavior or incident with peers. Staff will encourage Resident A to reflect on the emotions, body language, and cues of others. and other factors that caused her to physically react to the other resident.

The AFC assessment plan for Resident B indicates that staff will encourage her to utilize her coping skills when feeling aggression. The BTP for Resident B indicates that when/if Resident B becomes physically aggressive with others, redirect her, and discuss alternatives to using PRN's when possible. This can include talking about how she is feeling, helping her identify the emotion/situation.

After the incidents dated 05/28/2021, 5/29/2021, 5/31/2021, and 06/01/2021, staff used verbal de-escalation, verbally re-direction and encouraged the use of coping skills for both residents, per their Behavioral Treatment Plan.

Resident A indicated that she and Resident B get into it quite often, however, she admits that this is the worse it has ever been. Resident A stated that Resident B keeps hitting her and she has not hit her back at all. She indicated that Resident B pushed her against the door, causing her to skid her arm on the wall. She then alleges that Resident B pushed her down, causing bruising to her ankle.

Resident B admitted that she pushed Resident A to the ground causing her elbow to be bloody and bruised. Resident B stated that she knocked Resident A down twice. She indicated that it is Resident A's fault because she hit her first. Resident B adds that she is moving anyway and wants to be gone.

Direct staff, Ms. Denise Fifield stated that either resident can be the aggressor. She indicated that staff try their best to keep them as separate as possible. She indicated that there is little that staff can do to break the fights up due to being unable to physically intervene.

APS investigator Ms. Monica Voltz. She indicated that she will be substantiating the claim of physical abuse.

	Based on the information gathered throughout the course of this investigation, there is insufficient evidence to support the rule violation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

On 06/08/2021, Ms. Rochelle Jarri stated that Resident A and Resident B have a long-standing history of conflict, having known each other prior to their placement together in the home. She indicated that neither resident has been given a 30-day notice, however, they are seeking a new Beacon Home placement for Resident B. She admits that they have quarreled in the past, however, they have never risen to the level of either resident requiring medical attention outside of an ice pack or a band-aid. She added that the 2 residents repeat the cycle about every 6-8 months.

On 06/08/2021, Ms. Beth Pincher, assigned Livingston County CMH worker for both Resident's A and B indicated that they have a rocky history, having known each other for quite some time prior to residing together at the Beacon AFC. She verified that Resident A was in the home prior to Resident B's placement in February 2019. Ms. Pincher added that the two residents get along overall, however, there are periods of time that they do not.

On 06/08/2021, Resident B indicated that she knows Resident A from previously living in Howell, MI.

APPLICABLE RULE	
R 400.14301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.
	(2) A licensee shall not accept or retain a resident for care unless and until the licensee has completed a written assessment of the resident and determined that the resident is suitable pursuant to all of the following provisions: (c) The resident appears to be compatible with other residents and members of the household.

ANALYSIS:	<p>Ms. Rochelle Jarri, Beacon Home manager, stated that Resident A and Resident B have a long-standing history of conflict, having known each other prior to their placement together in the home.</p> <p>Ms. Beth Pincher, assigned Livingston County CMH worker for both Resident's A and B indicated that they have a rocky history, having known each other for quite some time prior to residing together at the Beacon AFC. She verified that Resident A was in the home prior to Resident B's placement in February 2019.</p> <p>Resident B indicated that she knows Resident A from previously living in Howell, MI.</p> <p>Based on the information gathered throughout the course of this investigation, there is sufficient evidence to support the rule violation.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend continuation of this AFC small group home license (capacity 6).

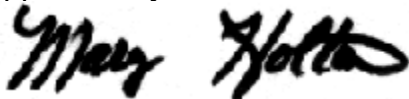


July 23, 2021

Sabrina McGowan
Licensing Consultant

Date

Approved By:



July 23, 2021

Mary E Holton
Area Manager

Date