



STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ORLENE HAWKS  
DIRECTOR

June 8, 2021

Marjorie Kovach-Hladki  
HGA Non-Profit Homes Inc.  
917 West Norton  
Muskegon, MI 49441

RE: License #:	AS610091644
Investigation #:	2021A0356028
	Virginia's House

Dear Ms. Kovach-Hladki:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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,

Elizabeth Elliott, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 901-0585

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS610091644
<b>Investigation #:</b>	2021A0356028
<b>Complaint Receipt Date:</b>	05/12/2021
<b>Investigation Initiation Date:</b>	05/13/2021
<b>Report Due Date:</b>	07/11/2021
<b>Licensee Name:</b>	HGA Non-Profit Homes Inc.
<b>Licensee Address:</b>	917 West Norton Muskegon, MI 49441
<b>Licensee Telephone #:</b>	(231) 728-3501
<b>Administrator:</b>	Marjorie Kovach-Hladki
<b>Licensee Designee:</b>	Marjorie Kovach-Hladki
<b>Name of Facility:</b>	Virginia's House
<b>Facility Address:</b>	391 Whispering Oaks Drive Muskegon, MI 49442-1853
<b>Facility Telephone #:</b>	(231) 788-5156
<b>Original Issuance Date:</b>	05/23/2000
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/23/2020
<b>Expiration Date:</b>	11/22/2022
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
There is not enough food in the facility to feed the residents.	No
The electrical outlets in the kitchen are broken and falling out of the wall.	No

**III. METHODOLOGY**

05/12/2021	Special Investigation Intake 2021A0356028
05/13/2021	Special Investigation Initiated - Telephone DCW Leandra Meyer.
05/13/2021	APS Referral Denied for investigation and referred to LARA.
05/17/2021	Inspection Completed On-site
05/17/2021	Contact - Face to Face Staff Julie Pence, Leandra Meyer, Resident's A and B
05/17/2021	Contact - Face to Face Inspection of food in the house.
05/17/2021	Contact - Telephone call made. Jeanette Grim, Program Manager.
05/17/2021	Contact - Face to Face Inspection of electrical outlets in the kitchen per complaint.
05/17/2021	Contact-Telephone call made. Jeanette Grim, Program Manager.
06/08/2021	Exit Conference-Licensee Designee, Margie Hladki.

**ALLEGATION:** There is not enough food in the facility to feed the residents.

**INVESTIGATION:** On 05/12/2021, I received a BCAL (Bureau of Children and Adult Licensing) Online Complaint forwarded to licensing from CI (Adult Protective Services Centralized Intake). The complainant reported there is hardly any food in the home and the residents are eating sandwiches daily for breakfast, lunch, and dinner. The complainant reported there is no milk, 18 eggs, two or three proteins in

the facility and this is all that is in the home to last for a month. There is not enough food for the residents in the home. Adult Protective Services denied this complaint for investigation.

On 05/17/2021, I conducted an unannounced inspection at the facility. I interviewed DCW (direct care worker) Leandra Meyer and home manager, Julie Pence. Ms. Meyer was making lunch when I arrived at the facility. Ms. Pence stated they shop every week mainly on Thursdays and this past week, a Walmart order was placed, and groceries were picked up on 05/13/2021. Ms. Pence stated some of the residents are used to eating quick, freezer type foods and some of the staff do not like to cook so they are looking for quick, freezer type food that they do not have to make a meal out of. Ms. Pence stated most of the food in the facility is not ready-made meals, they are part of a recipe to make a meal out of. Ms. Pence stated maybe this is where this complaint is coming from because there is always food in the home and enough to feed all the residents. I inspected the cupboards, the refrigerator, and freezers in the facility and in the garage. I found a variety of food items that included chicken, ham, eggs, milk, juice, canned goods, and dry goods such as rice and cereal.

On 05/17/2021, I interviewed Resident A & B outside at the facility. Residents A & B stated they have enough food to eat, there is a variety of food and drinks. Residents A & B stated they eat three regular meals each day with a snack provided whenever they want one. Residents A & B stated they have no complaints about the food at the facility.

On 05/17/2021, I reviewed the menu posted on the bulletin board in the kitchen. The menu documented a variety of meals for breakfast, lunch, and dinner. The food available in the house were food items that could make up the meals documented on the menu.

On 06/08/2021, I conducted an Exit Conference with Licensee Designee, Margie Hladki via telephone, Ms. Hladki agrees with the information, analysis, and conclusion of this applicable rule.

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	Resident nutrition. (1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.
<b>ANALYSIS:</b>	Resident A & B stated they have enough to eat and that they eat breakfast, lunch, and dinner with snacks in between meals.

	<p>An unannounced inspection of the facility on 05/17/2021 showed a variety of food items and enough food items to create meals documented on the menu.</p> <p>Based on investigative findings, there is enough food in the facility to feed the residents. Therefore, a violation of this applicable rule is not established.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: The electrical outlets in the kitchen are broken and falling out of the wall.**

**INVESTIGATION:** On 05/12/2021, I received a BCAL (Bureau of Children and Adult Licensing) Online Complaint forwarded to licensing from CI (Adult Protective Services Centralized Intake). The complainant reported the electrical outlets in the kitchen are broken and when something is plugged into the outlets, the outlet falls out. The complainant reported the lights flicker on and off and there is concern that these electrical issues could create a fire hazard.

On 05/17/2021, I conducted an unannounced inspection at the facility. I interviewed DCW (direct care worker) Leandra Meyer and home manager, Julie Pence. Ms. Pence stated there were some broken electrical outlet covers in the kitchen, but the maintenance person has replaced those outlet covers. Ms. Pence stated the electrical outlet boxes do not fall out of the wall when items are plugged in. Ms. Pence stated the lights do not flicker that she has noticed. Ms. Meyer stated she has not noticed the lights in the facility to flicker.

On 05/17/2021, I inspected the electrical outlets and covers in the kitchen, they are all intact, in adequate condition and not falling off the wall. One electrical outlet cover was missing a bottom screw, but the top of the cover was secured to the wall. Ms. Pence stated she will fix that immediately. I checked to see if items plugged into the outlets cause the outlet to fall out of the wall and they did not. The facility has canned lights, and I did not detect any flickering of the lights at the time of my inspection.

On 06/08/2021, I conducted an Exit Conference with Licensee Designee, Margie Hladki via telephone, Ms. Hladki agreed with the information, analysis, and conclusion of this applicable rule.

<b>APPLICABLE RULE</b>	
<b>R 400.14403</b>	<b>Maintenance of premises.</b>
	(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.

<b>ANALYSIS:</b>	Based on my investigative findings, there is not a preponderance of evidence to show that the electrical outlets in the kitchen are falling out or malfunctioning. In addition, there is not a preponderance of evidence to show that the lights flicker while on. Therefore, a violation of this applicable rule is not established.
<b>CONCLUSION:</b>	VIOLATION NOT ESTABLISHED

**IV. RECOMMENDATION**

I recommend the current status of the license remain unchanged.

*Elizabeth Elliott*

06/08/2021

Elizabeth Elliott  
Licensing Consultant

Date

Approved By:

*Jerry Hendrick*

06/08/2021

Jerry Hendrick  
Area Manager

Date