



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 26, 2021

Maryann Lavender  
Good Samaritan Specialized Care, LLC  
5633 Embassy Street  
Kalamazoo, MI 49009

RE: License #: AS390400275  
Investigation #: 2021A1030034  
Veteran's H.O.P.E.

Dear Ms. Lavender:

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 (517) 284-9730.

Sincerely,

A handwritten signature in black ink that reads "Nile Khabeiry, LMSW". The signature is written in a cursive style.

Nile Khabeiry, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT  
THIS REPORT CONTAINS QUOTED PROFANITY AND SEXUAL LANGUAGE**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS390400275
<b>Investigation #:</b>	2021A1030034
<b>Complaint Receipt Date:</b>	09/15/2021
<b>Investigation Initiation Date:</b>	09/17/2021
<b>Report Due Date:</b>	11/14/2021
<b>Licensee Name:</b>	Good Samaritan Specialized Care, LLC
<b>Licensee Address:</b>	5633 Embassy Street Kalamazoo, MI 49009
<b>Licensee Telephone #:</b>	(269) 341-3195
<b>Administrator:</b>	Maryann Lavender
<b>Licensee Designee:</b>	Maryann Lavender
<b>Name of Facility:</b>	Veteran's H.O.P.E.
<b>Facility Address:</b>	1521 Northampton Kalamazoo, MI 49006
<b>Facility Telephone #:</b>	(269) 341-3195
<b>Original Issuance Date:</b>	09/13/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/13/2020
<b>Expiration Date:</b>	03/12/2022
<b>Capacity:</b>	6
<b>Program Type:</b>	MENTALLY ILL

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Direct care staff member 1 is not suitable to meet the needs of the AFC residents.	No
Direct Care Staff Member 1 had a sexual relationship with Resident A, including exposing him to pornography.	Yes

## III. METHODOLOGY

09/15/2021	Special Investigation Intake 2021A1030034
09/17/2021	Special Investigation Initiated - On Site
09/20/2021	Contact - Telephone call made- Phone call with licensee designee, Maryann Lavender
09/20/2021	Contact - Face to Face- Interview with Direct Care Staff Member 1
09/20/2021	Contact - Telephone call made- Interview with Roger Williams
09/20/2021	Contact - Document Received- Received and reviewed Direct Care Staff Member 1
09/22/2021	Contact - Telephone call made- Interview with Madison Branch
09/22/2021	Exit Conference with licensee designee by phone

### **ALLEGATION:**

**Direct Care Staff Member 1 is not suitable to meet the needs of the AFC residents.**

### **INVESTIGATION:**

On 09/17/2021, I interviewed Resident A at Veteran's H.O.P.E. AFC 1521 North Hampton Kalamazoo, MI. 49009 regarding the allegations. Also present was Office of Recipient Rights Investigator, Lisa Smith. Resident A reported he and Direct Care Staff Member 1 were smoking and have "something in common and hit it off." Resident A reported he did not wish to elaborate on exactly what happened but did indicate it happened in his bedroom. Resident A was encouraged to disclose what happened between himself and Direct Care Staff Member 1 but maintained his choice not to

provide any details. Resident A reported he likes Direct Care Staff Member 1 and thinks he is a good staff member. Resident A decline to answer if Direct Care Staff Member 1 showed him pornography.

On 09/20/2021, I interviewed licensee designee Maryann Lavender regarding the allegations. Ms. Lavender reported Direct Care Staff Member 1 was hired on 08/30/2021. Ms. Lavender reported she did not know him per se but is familiar with some of his family members and was recommend to her by his sister who also works at the facility. Ms. Lavender reported she checked his references and ensured he passed the background check prior to being hired. Ms. Lavender reported that shortly after he was hired, he disclosed to her that he has a mental health diagnosis and takes the same medication as some of the residents. Ms. Lavender reported she was concerned about his mental health diagnosis but thought he could handle the responsibility as he had experience working in residential AFC settings. Ms. Lavender reported she suspended Direct Care Staff Member 1 immediately after she was informed about the allegations.

On 09/20/2021, I received and reviewed Direct Care Staff Member 1's employee file. Direct Care Staff Member 1 received his Workforce Background clearance on 08/26/2021 indicating his was eligible for employment. Direct Care Staff Member 1's file documents two reference checks that indicate he was "highly recommended." Direct Care Staff Member 1 submitted an approved medical clearance form to work in an AFC facility dated 08/24/2021 and had training verifications for personal care protection and supervision for AFC residents, AFC small and large group home resident rights and recipient rights. All training verifications were completed during his time of employment at Veterans Hope AFC.

On 09/20/2021, I interviewed Direct Care Staff Member 1 at the Washington Square Library in Kalamazoo, MI. regarding the complaint received about his employment at Veterans H.O.P.E. AFC. Direct Care Staff Member 1 reported he has worked at the facility for about two weeks but was unsure what date he was hired. Direct Care Staff Member 1 reported he worked the 7:00pm to 7:00am shift. Direct Care Staff Member 1 reported he has worked in Adult Foster Care homes prior to Veteran's H.O.P.E. AFC as his grandmother owns several AFCs in California. Direct Care Staff Member 1 reported he was fully trained and passed his background check in order to be hired. Direct Care Staff Member 1 described himself as a professional and plans to return working as a direct care staff at Veteran's H.O.P.E. as soon as the investigation is concluded.

<b>APPLICABLE RULE</b>	
<b>R 400.14204</b>	<b>Direct care staff; qualifications and training.</b>
	<b>(2) Direct care staff shall possess all of the following qualifications:</b> <b>(a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.</b>

<b>ANALYSIS:</b>	Based on my investigation which included my personal observations, review of Direct Care Staff Member 1's employee file and interviews with Resident A, Direct Care Staff Member 1 and Maryann Lavender this violation will not be established. According to Direct Care Staff Member 1's background check, application and reference checks he was suitable to provide direct care to AFC residents. In addition, Direct Care Staff Member 1 successfully completed mandatory trainings and was medically cleared to work in an AFC facility.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Direct Care Staff Member 1 had a sexual relationship with Resident A, including exposing Resident A to pornography.**

**INVESTIGATION:**

On 09/17/2021, I interviewed Resident A at Veteran's H.O.P.E. AFC 1521 North Hampton Kalamazoo, MI. 49009 regarding the allegation. Also present was Office of Recipient Rights Investigator, Lisa Smith. Resident A reported he and Direct Care Staff Member 1 were smoking and have "something in common and hit it off." Resident A reported he did not wish to elaborate on exactly what happened but did indicate it happened in his bedroom. Resident A was encouraged to disclose what happened between himself and Direct Care Staff Member 1 but maintained his choice not to provide any details. Resident A reported he likes Direct Care Staff Member 1 and thinks he is a good staff member. Resident A declined to answer if Direct Care Staff Member 1 showed him pornography or if anything inappropriate happened.

On 09/20/2021, I interviewed licensee designee Maryanne Lavender regarding the allegation. Ms. Lavender reported she was told Resident A informed direct care staff member Roger Williams that Direct Care Staff Member 1 and Resident A were involved in a sexual relationship. Ms. Lavender also reported she overheard a phone conversation Resident A had indicating he and Direct Care Staff Member 1 also smoked marijuana together. Ms. Lavender reported she interviewed Direct Care Staff Member 1 and he denied having a sexual relationship with Resident A but admitted to showing him pornography. Ms. Lavender reported she suspended Direct Care Staff Member 1 pending a full investigation.

On 09/20/2021, I interviewed Direct Care Staff Member 1 at the Washington Square Library in Kalamazoo, MI. regarding the complaint received about his employment at Veterans H.O.P.E. AFC. Direct Care Staff Member 1 reported he has worked at the facility for about two weeks but was unsure what date he was hired. Direct Care Staff Member 1 reported he worked the 7:00pm to 7:00am shift. Direct Care Staff Member 1

acknowledged knowing Resident A as he was his “caretaker” while working at the AFC home. Direct Care Staff Member 1 reported he knew Resident A had problems but never was able to read his file or see his treatment plan so was unaware of his exact diagnosis. Direct Care Staff Member 1 reported he is diagnosed with “schizoaffective disorder” and takes the same medication as some of the residents. Direct Care Staff Member 1 reported Resident A was a “cool guy” but had problems with his sister who also works at the facility. Direct Care Staff Member 1 reported he shared his mental health issues with Resident A along with some of his “private life.” Direct Care Staff Member 1 declined to be specific about what he shared with Resident A. Direct Care Staff Member 1 reported he was concerned about Resident A always being in the home with little recreational activities and suggested they go “play pool or darts” at a bar, however that never happened.

Direct Care Staff Member 1 reported he “introduced Resident A to a porn website” because he “understands being a man.” Direct Care Staff Member 1 reported he never had any sexual contact with Resident A. Direct Care Staff Member 1 reported Resident A “grabbed him sexually” and told his sister that he wanted to “fuck me.” Direct Care Staff Member 1 reported he and Resident A have “a lot in common” and believes people get “obsessed with me because I am good at my job.” Direct Care Staff Member 1 reported he may have “overstepped some boundaries” Direct Care Staff Member 1 reported Resident A was the aggressor and believes he was manipulated by Resident A as he indicated Resident A was having suicidal ideations. Direct Care Staff Member 1 reported he had Resident A exchanged cigarettes and Resident A used cigarettes to try and manipulate me sexually. Direct Care Staff Member 1 denied using marijuana with Resident A and continued to deny any sexual contact with Resident A throughout the interview.

On 09/20/2021, I interviewed direct care staff member Roger Williams by phone regarding the allegations. Mr. Williams reported Resident A is usually “upbeat” but noticed he was not acting like himself. Mr. Williams reported he spoke with Resident A and Resident A disclosed he and Direct Care Staff Member 1 were doing “sexual things.” Mr. Williams stated Resident A described these actions as “hand-jobs and blow-jobs.” Mr. Williams reported Resident seemed to indicate that this happened five days in a row, but he did not provide specific dates of the incidents. Mr. Williams reported that he then informed licensee designee, Maryanne Lavender who suspended Direct Care Staff Member 1 pending the investigation.

On 09/22/2021, I interviewed Resident A’s Integrated Services of Kalamazoo case manager, Madison Branch regarding the allegations. Ms. Branch reported she has been Resident A’s case manager for four years. Ms. Branch reported she spoke with Resident A about the allegation. Ms. Branch reported Resident A informed her while he and Direct Care Staff Member 1 were talking outside of the AFC, they replaced tobacco with marijuana and smoked the cigarette together. Ms. Branch reported Resident A then stated he and Direct Care Staff Member 1 discussed past sexual experiences and then went inside the AFC home and “did those things.” Ms. Branch reported Resident A indicated they “gave each other hand-jobs and blow-jobs” and it occurred in Resident

A's bedroom on multiple occasions. Ms. Branch reported Resident A also reported that Direct Care Staff Member 1 showed him a pornographic website. Ms. Branch reported Resident A is "sexually pre-occupied" and being shown pornography creates an unhealthy environment for him.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	Based on my investigation which included my personal observations, interviews with Resident A, Direct Care Staff Member 1, Roger Williams, Madison Branch and Maryann Lavender this violation will be established. Although Resident A disclosed, he and direct care staff Direct Care Staff Member 1 were involved in a sexual relationship to direct care staff member Roger Williams and case manager Madison Branch, Resident A refused to disclose that to me. Direct Care Staff Member 1 denied having a sexual relationship with Resident A. Furthermore, there is no direct evidence that Direct Care Staff Member 1 had a sexual relationship with Resident A. Direct Care Staff Member 1 did however admit to viewing pornography with Resident A which created an unhealthy environment for Resident A as he is sexually pre-occupied.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>



**IV. RECOMMENDATION**

Based on the acceptance of a corrective action plan, I recommend no change in license status.

*Nile Khabeiry, LMSW*

10/22/2021

---

Nile Khabeiry  
Licensing Consultant

Date

Approved By:

*Dawn Timm*

10/26/2021

---

Dawn N. Timm  
Area Manager

Date