



STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ORLENE HAWKS  
DIRECTOR

January 18, 2022

Mattie Pearson  
Safe Haven DHC, LLC  
P.O. Box 141  
Grand Blanc, MI 48480

RE: License #:	AS250405691
Investigation #:	AMENDED 2022A0872010 Safe Haven AFC

Dear Ms. Pearson:

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.

This report was amended to remove the additional findings on pages 4 and 5. The additional findings were previously addressed in the July 2021 Renewal Inspection Report.

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) 226-4171.

Sincerely,

A handwritten signature in black ink that reads "Susan Hutchinson". The signature is written in a cursive, flowing style.

Susan Hutchinson, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(989) 293-5222

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250405691
<b>Investigation #:</b>	2022A0872010
<b>Complaint Receipt Date:</b>	12/02/2021
<b>Investigation Initiation Date:</b>	12/02/2021
<b>Report Due Date:</b>	01/31/2022
<b>Licensee Name:</b>	Safe Haven DHC, LLC
<b>Licensee Address:</b>	3429 Barth Street Flint, MI 48504
<b>Licensee Telephone #:</b>	(810) 845-9170
<b>Administrator:</b>	Trina Townsend
<b>Licensee Designee:</b>	Mattie Pearson
<b>Name of Facility:</b>	Safe Haven AFC
<b>Facility Address:</b>	3429 Barth Street Flint, MI 48504
<b>Facility Telephone #:</b>	(810) 845-9170
<b>Original Issuance Date:</b>	04/26/2021
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/26/2021
<b>Expiration Date:</b>	10/25/2023
<b>Capacity:</b>	4
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
On 12/01/21, the facility failed to transport Resident A to her injection appointment.	Yes
Additional Findings	No

## III. METHODOLOGY

12/02/2021	Special Investigation Intake 2022A0872010
12/02/2021	Special Investigation Initiated - Letter I emailed Resident A's case manager about this complaint
12/15/2021	Inspection Completed On-site Unannounced
12/16/2021	Contact - Telephone call received Voicemail message received from the administrator, Trina Townsend
12/16/2021	Contact - Document Sent I emailed the administrator, Trina Townsend, and the licensee designee, Mattie Pearson requesting documentation related to this complaint
01/06/2022	Contact - Telephone call made I called Resident A but recording said her number is no longer in service
01/10/2022	APS Referral I made an APS referral via email
01/10/2022	Contact - Telephone call made I interviewed Guardian A1
01/10/2022	Exit Conference I conducted an exit conference with the licensee designee, Mattie Pearson, via email
01/10/2022	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION:** On 12/01/21, the facility failed to transport Resident A to her injection appointment.

**INVESTIGATION:** On 12/15/21, I conducted an unannounced inspection of Safe Haven Adult Foster Care facility and interviewed staff De'Asha Darrough. Ms. Darrough said that she has worked at this facility since October 2021. She said that typically, there are two staff working per shift.

Ms. Darrough said that Resident A no longer lives at this facility. She confirmed that earlier this month, Resident A had a scheduled injection appointment at an office that was approximately one hour away. She said that on that day, they also had a new resident move into the facility and one of the residents required 1-1 supervision. Ms. Darrough told me that she and one other staff were working but due to the circumstances, one of them could not leave to take Resident A to her injection appointment. According to Ms. Darrough, Resident A was moving the day after her injection appointment to an apartment which was much closer to the office where her injection was to take place. She said that she tried working with Resident A's case manager to make arrangements to have Resident A's injection appointment moved to the day she was moving but there was a lot of "miscommunication." Ms. Darrough said that typically, staff at this facility are able to transport residents to their appointments when needed but on this particular day, it was not possible to do so.

On 12/16/21, I emailed the licensee designee, Mattie Pearson and the administrator, Trina Townsend requesting information related to this complaint.

On 12/30/21, I received AFC information related to this complaint. According to Resident A's Health Care Appraisal dated 8/11/21, she is diagnosed with bipolar disorder, schizoaffective disorder, hypertension, GERD, obesity, and insomnia.

According to her Resident Care Agreement dated 6/22/21, with Resident A's basic monthly fee, the facility agrees to provide "local transportation to medical, dental, vision, psychiatric appointments." Transportation fees "located outside the city of Flint" will be charged at the IRS mileage rate.

On 01/10/22, I interviewed Guardian A1 via telephone. Guardian A1 confirmed that on 12/01/21, staff was unable to transport Resident A to her Invega injection appointment. Guardian A1 said that on 11/30/21, Resident A reminded staff that she had an appointment on 12/01/21 and staff told her that they would be able to take her. However, on 12/01/21 staff told Resident A that they would not be able to take her. Guardian A1 said that Resident A moved into her own apartment on 12/02/21. Guardian A1 worked with Resident A's case manager and transported Resident A to her Invega appointment on 12/02/21. Guardian A1 said that to her knowledge, the facility did transport Resident A to all her other medical appointments while she was a resident of Safe Haven AFC.

On 01/10/22, I conducted an exit conference with the licensee designee, Mattie Pearson, via email. I told her that I have concluded my investigation and explained which rule violations I am substantiating. I asked her to complete and submit a corrective action plan upon the receipt of my investigation report.

<b>APPLICABLE RULE</b>	
<b>R 400.14303</b>	<b>Resident care; licensee responsibilities.</b>
	<b>(3) A licensee shall assure the availability of transportation services as provided for in the resident care agreement.</b>
<b>ANALYSIS:</b>	<p>Resident A had an appointment for her mental health Invega injection on 12/01/21.</p> <p>Staff De'Asha Darrough confirmed that staff was unable to transport Resident A to her mental health injection appointment scheduled for 12/01/21.</p> <p>Guardian A1 said that staff failed to transport Resident A to this appointment as scheduled.</p> <p>Resident A's Resident Care Agreement dated 6/22/21 states that the facility agrees to provide "local transportation to medical, dental, vision, psychiatric appointments." Transportation fees "located outside the city of Flint" will be charged at the IRS mileage rate.</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation at this time.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon the receipt of an acceptable corrective action plan, I recommend no change in the license status.

*Susan Hutchinson*

January 18, 2022

Susan Hutchinson Licensing Consultant	Date
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Approved By:

*Mary Holton*

January 18, 2022

Mary E Holton Area Manager	Date
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