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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 1, 2022

Carol Freeman
Family Supp Svcs For Mental Rec
G-3445 Mackin Rd.
Flint, MI 48504

RE: License #: AS250010767
Investigation #: 2022A0576014
Family Support Group Home

Dear Ms. Freeman:

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.

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 cursive script that reads "C. Garza".

Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250010767
Investigation #:	2022A0576014
Complaint Receipt Date:	12/14/2021
Investigation Initiation Date:	12/14/2021
Report Due Date:	02/12/2022
Licensee Name:	Family Supp Svcs For Mental Rec
Licensee Address:	G-3445 Mackin Rd. Flint, MI 48504
Licensee Telephone #:	(810) 732-9160
Administrator:	Carol Freeman
Licensee Designee:	Carol Freeman
Name of Facility:	Family Support Group Home
Facility Address:	G-3445 Mackin Road Flint, MI 48504
Facility Telephone #:	(810) 732-9160
Original Issuance Date:	10/28/1986
License Status:	REGULAR
Effective Date:	05/08/2021
Expiration Date:	05/07/2023
Capacity:	6
Program Type:	MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff, Phyllis Moore yelled at Resident A multiple times throughout the day. Ms. Moore accused Resident A of cussing at her and spitting on her, before threatening to call the police and have the resident sent to the hospital.	Yes

III. METHODOLOGY

12/14/2021	Special Investigation Intake 2022A0576014
12/14/2021	Special Investigation Initiated - Letter Sent email to Kim Nguyen-Forbes
01/14/2022	Inspection Completed On-site Interviewed Home Manager, Tawana Gould, Resident A, and Resident B
01/24/2022	Contact - Document Received Reviewed Recipient Rights Investigation Report
01/31/2022	Contact - Telephone call made Interviewed Staff, Phyllis Moore
01/31/2022	Contact - Telephone call made Interviewed Assistant Home Manager, Perry Compton
01/31/2022	Contact - Telephone call made Interviewed Staff, Darlene Bello
02/01/2022	APS Made referral to Adult Protective Services
02/01/2022	Exit Conference Exit Conference conducted with Licensee Designee, Carol Freeman

ALLEGATION:

Staff, Phyllis Moore yelled at Resident A multiple times throughout the day. Ms. Moore accused Resident A of cussing at her and spitting on her, before threatening to call the police and have the resident sent to the hospital.

INVESTIGATION:

On December 14, 2022, I sent an email to Kim Nguyen-Forbes, Genesee Health System Recipient Rights Associate inquiring as to the status of her investigation. On January 24, 2022, I reviewed a Genesee Health System Recipient Rights Investigative Summary Report dated for January 24, 2022, and authored by Ms. Nguyen-Forbes. Ms. Nguyen-Forbes concluded that there was a preponderance of evidence that Resident A's rights were violated. Resident A was not treated with dignity and respect by staff who yelled at him for coming to eat breakfast too early.

On January 14, 2022, I completed an unannounced on-site inspection at Family Support Group Home and interviewed Home Manager, Tawana Gould, Resident A and Resident B. The allegations were discussed with Ms. Gould, and she reported Staff, Phyllis Moore called her about Resident A spitting. Ms. Moore was administering Resident A's medications and he spit on her. Ms. Moore was mad and told Ms. Gould it was assault. Ms. Gould asked Ms. Moore if the police were called and Ms. Moore reported she's had many problems with Resident A, and she is not sure if it was droplets. Ms. Moore advised Resident A would not move away from the office door and she thought he might harm her. Ms. Gould spoke to Resident A who denied spitting and reported Ms. Moore said she was going to call the police and Resident A would be taken to the hospital. The 3rd shift staff person, Darlene Bello, was still at the home and spoke to Ms. Gould the following day. Ms. Bello reported to Ms. Gould that Ms. Moore "went off" on Resident A because he was eating too early and Resident A did not say anything to Ms. Moore in return. Ms. Bello tried to calm Ms. Moore down. Ms. Gould reduced Ms. Moore's work hours because of this incident, who then became irate and ultimately quit. Ms. Moore last day working at the facility December 12, 2021. Ms. Moore had worked at the facility for 4 years and "had been talked to" about how she responds to the residents of the home. With respect to Resident A, he can be manipulative, is not always credible, and does not like authority.

On January 14, 2022, I interviewed Resident A who reported he has lived at this home for 7 months. Regarding the allegations, Resident A reported Staff, Phyllis Moore yelled at him and told him "you know you can't be out here until 9am." Resident A reported he was getting breakfast and did nothing wrong. Shortly thereafter, Resident A was taking his medications and was drinking his water when Ms. Moore said, "you spit on me!" Resident A told Ms. Moore he did not spit on her and said he was not done taking his medications. Ms. Moore directed Resident A to quit yelling and get out of the office or she would call 911 and have him sent to the hospital. Resident A was in shock over Ms. Moore's behavior and thinks she wanted him out of the home. Resident A stated Ms. Moore yelled at him every weekend and believes he is "her target." Resident A

denied yelling at, spitting on, or swearing at Ms. Moore. Resident A loves his home and has no other concerns.

On January 14, 2022, I interviewed Resident B who reported Staff, Phyllis Moore has “an attitude” and she has called him spoiled because his family lets him go home. Ms. Moore was not nice to Resident B and would not let him watch what he wanted on television. According to Resident B, Ms. Moore would threaten to call the police on residents if they did not like what she was doing. Resident B reported he remembered when Ms. Moore was yelling about Resident A spitting on her however, he did not witness this. Ms. Moore yelled at Resident A for getting up early and Resident A yelled back at her however he did not see if Resident A spit on her. Ms. Moore yelled at residents “for anything” and once yelled at him for singing. Resident B did not like that Ms. Moore yelled or threatened to call the police and did not think she was joking when she said this. Resident B did not like all the yelling, and he is glad Ms. Moore is not working at his home. Resident B likes his home and has no other concerns.

On January 31, 2022, I interviewed Staff, Darlene Bello regarding the allegations. Ms. Bello reported she was working on the morning of the allegations. Ms. Bello reported another resident was about to leave to visit family and Staff, Phyllis Moore had prepared breakfast for the residents. Resident A went to eat his breakfast and Ms. Moore raised her voice and told Resident A it was not time to eat. Ms. Bello did not see anything wrong with Resident A eating and did not understand why Ms. Moore became upset about this. Ms. Moore “went on for a while” about Resident A eating and her voice was raised. According to Ms. Bello, “there was no reason for them to have gotten into it.” Ms. Bello reported Ms. Moore did her job and has good work ethics however Ms. Moore and Resident A “seemed to conflict.”

On January 31, 2022, I interviewed Assistant Home Manager, Perry Compton. Mr. Compton advised he was not there at the time the allegations occurred. Mr. Compton reported a previous staff member, Darlene Bello told him there was an incident between Staff, Phyllis Moore, and Resident A during the weekend. Ms. Bello reported Resident A sat down for breakfast and Ms. Moore said she was not ready. Ms. Moore then said Resident A spit on her. Mr. Compton did not speak with Ms. Moore about the incident. Resident A briefly explained that Ms. Moore said it was not time to eat yet and said she would call the police on him for spitting on her because that is considered battery. Mr. Compton reported there was an incident where he believes Resident A intentionally coughed on him so he believes it is possible Resident A may have spit on Ms. Moore. Mr. Compton reported he has worked with Ms. Moore in the past and believes some of the residents “may know how to push her buttons.”

On January 31, 2022, I interviewed Staff, Phyllis Moore regarding the allegations. Ms. Moore denied threatening to call the police on any resident of the home and, specifically, Resident A. Ms. Moore denied that the residents could not eat when they wanted. At the time of allegations, Resident A was getting angry because she was getting another resident their breakfast and medications early as he was going to leave the facility to visit family. According to Ms. Moore, Resident A spit on her and it was not

on accident. After Resident A spit on her she did not retaliate or threaten Resident A. Ms. Moore reported she did feel threatened by Resident A given he spit on her and concerns over Covid-19. For this reason, Ms. Moore no longer works at the facility.

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 Staff, Phyllis Moore yelled at Resident A and threatened to call the police on him. Upon conclusion of investigative interviews, there is a preponderance of evidence to conclude a rule violation.</p> <p>Resident A reported Ms. Moore yelled at him for eating his breakfast and, allegedly, spitting on her to which Resident A denied. Resident B confirmed he heard Ms. Moore yell at Resident A for getting up too early. Resident B reported Ms. Moore often yelled at the residents and threatened to call the police on them. Staff, Darlene Bello reported she heard Ms. Moore raise her voice at Resident A about him eating and she could not understand why Ms. Moore “got so upset about this.” There is a preponderance of evidence to conclude Resident A was not treated with dignity given Ms. Moore’s behavior toward him.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On February 1, 2022, I conducted an Exit Conference with Licensee Designee, Carol Freeman. I advised Ms. Freeman I would be requesting a corrective action plan with regards to the cited rule violation.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, no change in the license status is recommended.

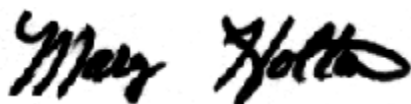


2/1/2022

Christina Garza
Licensing Consultant

Date

Approved By:



2/1/2022

Mary E Holton
Area Manager

Date