



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

March 31, 2022

Melissa Doss  
CMHB Of CEI Counties  
Suite 115  
812 E Jolly Road  
Lansing, MI 48910

RE: License #: AM230249421  
Investigation #: 2022A1029027  
MLK Road Home

Dear Ms. Doss:

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. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Jennifer Browning".

Jennifer Browning, Licensing Consultant  
Bureau of Community and Health Systems  
Browningj1@michigan.gov - (989) 444-9614

Enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM230249421
<b>Investigation #:</b>	2022A1029027
<b>Complaint Receipt Date:</b>	02/09/2022
<b>Investigation Initiation Date:</b>	02/11/2022
<b>Report Due Date:</b>	04/10/2022
<b>Licensee Name:</b>	CMHB Of CEI Counties
<b>Licensee Address:</b>	812 E Jolly Road, Suite 115, Lansing, MI 48910
<b>Licensee Telephone #:</b>	(517) 346-8200
<b>Administrator:</b>	Melissa Doss
<b>Licensee Designee:</b>	Melissa Doss
<b>Name of Facility:</b>	MLK Road Home
<b>Facility Address:</b>	300 North Michigan, Eaton Rapids, MI 48827
<b>Facility Telephone #:</b>	(517) 663-2374
<b>Original Issuance Date:</b>	04/09/2003
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	12/22/2020
<b>Expiration Date:</b>	12/21/2022
<b>Capacity:</b>	12
<b>Program Type:</b>	MENTALLY ILL

ALLEGATION(S)

	<b>Violation Established?</b>
Direct care staff members at MLK Road Home spoke to Resident A in a disrespectful tone and are isolating her from the other residents.	No

**II. METHODOLOGY**

02/09/2022	Special Investigation Intake 2022A1029027
02/11/2022	APS Referral- Rejected from APS
02/11/2022	Special Investigation Initiated – Telephone to Resident A at MLK Road Home.
02/18/2022	Contact - Face to Face with India Hudson, Resident A and Resident B
02/28/2022	Contact - Telephone call made to direct care staff member, Kerry Thelen
02/28/2022	Contact - Telephone call made to direct care staff member, Karla Cobb
02/28/2022	Contact - Telephone call made to Community Mental Health case manager, Teri Rickaby Mason Rural Outreach Program.
02/28/2022	Contact - Telephone call made to direct care staff member, Shannon Campbell, Left message for her.
02/28/2022	Contact - Telephone call received from direct care staff member, Shannon Campbell
02/28/2022	Contact - Telephone call received from CMH case manager Teri Rickaby, returned her call 3/1/2022
02/28/2022	Contact - Document Sent -Emailed Melissa Doss for documentation
02/28/2022	Contact - Telephone call made to direct care staff member, Shamondra Harris
02/28/2022	Exit Conference with licensee designee, Melissa Doss.

03/04/2022	Emailed Recipient Rights, Greg Fox the referral with the information.
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**ALLEGATION:**

**Direct care staff members at MLK Road Home spoke to Resident A in a disrespectful tone and are isolating her from the other residents.**

**INVESTIGATION:**

On February 9, 2022, a complaint was received via a rejected adult protective services referral through Centralized Intake. The complaint included concerns that Resident A was being mistreated by direct care staff members and they whispered that she was “fat,” called her a “Bitch” and told other residents not to be her friend. There were also concerns that she was hit on the head 2 years ago but no information by who or where this occurred was included in the complaint intake.

On February 11, 2022, I made a phone call to Resident A at MLK Road Home. She stated she was being emotionally abused. She stated the direct care staff member that made the comments about her weight and called her names like “Bitch” and “fat” was named Shamondra Harris. She stated there were two other staff members there during the incident named Kari Thelen and Shannon Campbell. Resident A stated this occurred at the end of January 2021. She stated there were no other residents that heard the incident. Resident A stated direct care staff members are retaliating against her because her room feels cold. She said she was hit on the head by another resident in the home a couple years ago but could not provide any other details regarding this incident. Resident A stated she talks to home manager India Hudson about how she feels and there have been no incidents since the one at the end of January 2022.

On February 18, 2022, I interviewed the home manager and direct care staff member India Hudson at MLK Road Home. She stated there is a direct care staff member named Shamondra Harris who works at MLK Road Home but she denied having any concerns regarding Ms. Harris’ work performance or how she interacts with the residents. She stated there has been nothing recent brought to her attention regarding Resident A and how direct care staff, including Ms. Harris, are treating her. She did not believe Ms. Harris would be disrespectful to a resident. Ms. Hudson stated Resident A will regularly come talk with her when she is having issues with direct care staff members or residents in at MLK Road Home. Ms. Hudson stated Resident A is hard on herself at times which affects her self esteem and she will tell Ms. Hudson that she does not feel worthy. Ms. Hudson stated Resident A feels other residents do not like her at times.

Ms. Hudson stated Resident A did have a peer support person coming in to see her to provide emotional support and company. Ms. Hudson also said sometimes she will give Resident A time to sit in her office while she is working and so Resident A can discuss her feelings because if not, she will spend time worrying about the other residents and it

will “stress Resident A out.” Ms. Hudson stated she has also encouraged Resident A to write in a journal if something happens so the event can be discussed next time Ms. Hudson is at work. Ms. Hudson confirmed there are times Resident A does not get along well with the residents. Ms. Hudson was able to review her emails and the only incident that happened was on January 30, 2022, because Resident A tried to hit direct care staff member Ms. Harris with a broom because Resident A was mad. She stated Resident A was sitting down and she threatened to hit her with a broom. Ms. Hudson stated they talked to Resident A about using her coping skills.

On February 18, 2022 during the onsite investigation, I also reviewed Resident A’s resident record. Teri Rickaby, LMSW is listed as her case manager from Community Mental Health and she completed her Treatment Plan on March 24, 2021 and she was diagnosed with borderline personality disorder and intellectual disability. Resident A’s first goal was to work on using coping skills like games, arts, crafts, books, and movies each day. Her *Assessment Plan for AFC Residents* included documentation under K: Gets Along with Others – “She has conflict with other roommates at times.”

I also reviewed the *Daily Logs* for Resident A. The log documented there were incidents in January 2022 where Resident A acted aggressively toward the other residents and there were several incidents where she, Resident A, commented about her own weight. There were no reports where direct care staff members or other residents commented about Resident A’s weight or made inappropriate comments. There was one report documenting that Resident A came out into the main living area with no clothes on and a resident commented a desire to call the police because Resident A was naked in the main living room, but nothing derogatory was said toward Resident A from residents or direct care staff members.

On February 18, 2022, I interviewed Resident B at MLK Road Home. Resident B described the staff as “excellent.” Resident B stated he was familiar with all staff mentioned in this incident, Ms. Harris, Ms. Thelen, and Ms. Campbell and described them as being great because they come in happy and smiling. He said the direct care staff member always ask him if he needs help with certain tasks. Resident B stated he has never heard Ms. Harris or any of the other direct care staff act disrespectful toward the residents. Resident B stated he has never heard any direct care staff telling a resident to not be friends with Resident A.

On February 18, 2022, I interviewed Resident A again at MLK Road Home. She stated “things are fine” at the facility but they are not resolved because she wanted to speak with someone from Recipient Rights. Resident A stated she has not had any further negative interactions from Ms. Harris and no one has made comments that are disrespectful toward her.

On February 28, 2022, I interviewed direct care staff member, Kerry Thelen. She has worked there for two years and is familiar with Resident A. Ms. Thelen stated Resident A gets along with the other staff. Ms. Thelen stated when she last worked, Resident A was talking with direct care staff members about her day. When she works, there are

typically three to five direct care staff members working at one time. She has worked with a staff member named Ms. Harris for a short time during the day. She has never observed Ms. Harris calling Resident A names. She described Ms. Harris as a kind woman and she did not believe any of the staff would call someone names or be disrespectful. Ms. Thelen stated Resident A will say someone is mean to her or she will come up to her and say something like, "we don't get along anymore" or "she doesn't like her anymore." Ms. Thelen has a good relationship with her and she does not know why she does this. Resident A is an attention seeker and has come into the living room with no clothes on telling them that it's her home. Ms. Thelen stated if she ever heard a staff member saying anything rude to a resident, she would report it to her supervisor.

On February 28, 2022, I interviewed direct care staff member Karla Cobb who has worked at the facility for ten years. Ms. Cobb stated Resident A's interactions depend on what her mood is for the day. In the past, Resident A has been threatening and she often thinks people are talking about her requiring direct care staff to provide reassurance. Ms. Cobb stated she has never noticed any negative interactions between Ms. Harris and Resident A. Ms. Cobb stated she does not work with Ms. Harris often but she knows Ms. Harris is one of the best direct care staff members employed at MLK Road Home. Ms. Cobb described Ms. Harris as someone who works really hard and has a good attitude with the residents. Ms. Cobb spends a lot of time one on one with the residents working second shift. She was not aware of who hit her on the head two to three years ago but she has known of her to hit other people. Historically, Resident A has always been the aggressor in a physical assault if she is involved.

On February 28, 2022, I interviewed direct care staff member Shannon Campbell via telephone who reported she has worked at the facility for about eleven years. Ms. Campbell stated Resident A misses her family and Resident A often tells the staff and other residents no one likes her. Ms. Campbell stated Resident A watches what happens with other residents then claims nothing is fair. Ms. Campbell stated she has never observed Ms. Harris make any negative comments or swear at Resident A. Ms. Campbell stated she did not know anything about Resident A being hit on the head with another resident but Resident A did push another resident down about a year ago.

On February 28, 2022, I interviewed direct care staff member, Shamondra Harris. She described Resident A as someone who likes to listen to the staff conversations. Resident A does not engage in conversations with other residents as much because she has told Ms. Harris that she does not have anything in common with the other residents. Ms. Harris stated she typically works second shift so she has a lot of one on one time with Resident A. Last time Ms. Harris stated she tried to have a conversation with another resident, Resident A intervened and put a broomstick in her face and called Ms. Harris a leprechaun. Ms. Harris denied ever making comments toward Resident A regarding her weight or calling her a "nasty bitch" and she denied hearing comments from other staff. Ms. Harris also denied stating the other residents should not be friends with her. Ms. Harris denied having any conflict with Resident A. During her shifts, Ms. Harris stated she has watched movies or played Uno with Resident A and feels they have a good relationship. Ms. Harris was not aware of Resident A being

hit on the head in the past. To her knowledge Resident A has had two attacks on other clients and then Resident A thinks it is funny when she does this. Ms. Harris stated she intervenes when the behaviors are getting out of hand, she will usually disengage or redirect Resident A.

On February 28, 2022, Ms. Harris' training transcript was received from Bridget Doyle, LMSW, training coordinator. Ms. Harris has completed several trainings which would ensure she engages with residents in an appropriate way such as Supporting People with Special Needs, CEI Customer Service Course, Recipient Rights, and Workplace Harassment. Licensee designee, Melissa Doss confirmed Ms. Harris has never been disciplined for being disrespectful to residents in the past.

On March 2, 2022, I received a phone call from Community Mental Health case worker, Teri Rickaby. She stated she has never had any concerns regarding the direct care staff members at this facility. Ms. Rickaby works with many of the residents at MLK Road Home and has never had similar reports. Resident A has made comments similar to this before and struggles with feeling that people are talking about her when they are not. She does not believe that Recipient Rights is investigating this but she will send a copy of the referral form to make a referral.

<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>	There is no indication Resident A was not treated with dignity and respect at MLK Road Home. Resident A has a history of making comments when she feels that she is not fitting in with the other residents at her facility. Throughout the interviews with Ms. Harris, Ms. Thelen, Ms. Cobb, and Ms. Campbell, and home manager, India Hudson, all of them denied Ms. Harris made derogatory comments toward Resident A or used a disrespectful tone.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**III. RECOMMENDATION**

I recommend no change in the license status.

*Jennifer Browning* \_\_\_\_\_ 3/9/2022 \_\_\_\_\_  
Jennifer Browning Date  
Licensing Consultant

Approved By:

*Dawn Timm* \_\_\_\_\_ 03/31/2022 \_\_\_\_\_  
Dawn N. Timm Date  
Area Manager