



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 20, 2022

Shannon White-Schellenberger
Angels' Place Inc
Suite 2
29299 Franklin Road
Southfield, MI 48034

RE: License #: AS630307091
Investigation #: 2022A0605030
R.C. Mahon Home

Dear Ms. White-Schellenberger:

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Frodet Dawisha".

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
Detroit, MI 48202
(248) 303-6348

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630307091
Investigation #:	2022A0605030
Complaint Receipt Date:	04/06/2022
Investigation Initiation Date:	04/06/2022
Report Due Date:	06/05/2022
Licensee Name:	Angels' Place Inc
Licensee Address:	Suite 2 29299 Franklin Road Southfield, MI 48034
Licensee Telephone #:	(248) 350-2203
Administrator/Licensee Designee:	Shannon White-Schellenberger
Name of Facility:	R.C. Mahon Home
Facility Address:	4765 Tullamore Bloomfield Hills, MI 48304
Facility Telephone #:	(248) 594-0264
Original Issuance Date:	08/18/2010
License Status:	REGULAR
Effective Date:	02/09/2021
Expiration Date:	02/08/2023
Capacity:	5
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 04/05/2022, Resident A stated to DCS 1, "please don't choke me like Arthur (Home Manager) does." Resident A stated that Arthur chokes him when Arthur is angry.	Yes

III. METHODOLOGY

04/06/2022	Special Investigation Intake 2022A0605030
04/06/2022	APS Referral Adult Protective Services (APS) made referral.
04/06/2022	Special Investigation Initiated - Letter I emailed Office of Recipient Rights (ORR) Alanna Honkanen advising her that I was investigating these allegations.
04/11/2022	Inspection Completed On-site I conducted an unannounced on-site investigation. I interviewed Residents A, B, C, D, and E and direct care staff (DCS) 1 regarding the allegations.
04/13/2022	Contact - Telephone call made I discussed the allegations with ORR Alanna Honkanen.
04/19/2022	Contact - Telephone call made I discussed the allegations with APS Tameia Kelley.
05/03/2022	Contact - Telephone call received APS Heather Stickel stated she is now the assigned APS worker investigating these allegations.
05/16/2022	Contact - Telephone call made I interviewed the home manager (HM) Arthur Pitts regarding the allegations. I left messages for the assistant home manager (AHM) Naquille Wales, DCS 2 and DCS 3, program director Marcia Stewart and the licensee designee Shannon White-Schellenberger.
05/16/2022	Contact - Telephone call received I interviewed DCS 3 regarding the allegations.

05/18/2022	Contact - Telephone call made I interviewed the assistant home manager Naquille Wales regarding the allegations, and I left another message for DCS Sonja Jancevski.
05/18/2022	Contact - Telephone call received I interviewed DCS 2 regarding the allegations.
05/19/2022	Exit Conference Left message for licensee designee Shannon White-Schellenberger with my findings.

ALLEGATION:

On 04/05/2022, Resident A stated to DCS 1, "please don't choke me like Arthur (Home Manager) does." Resident A stated that Arthur chokes him when Arthur is angry.

INVESTIGATION:

On 04/06/2022, intake #186329 was referred by Office of Recipient Rights (ORR) regarding Resident A reporting that the home manager Arthur Pitts choked him.

On 04/06/2022, I emailed ORR worker Alanna Honkanen informing her that I will be investigating these allegations.

On 04/11/2022, I conducted an unannounced on-site investigation. Present were direct care staff (DCS) 1, Resident A, Resident B, Resident C, and Resident D. Resident E was out with his family during this visit.

I interviewed Resident A in his bedroom. Resident A was sitting on his recliner watching TV. Resident A is his own guardian and communicates well. He stated that Arthur Pitts was the home manager. He stated, "Arthur sometimes sets me straight." Resident A stated that means, when Arthur does not like what Resident A does, "he sets me straight." Resident A denied Arthur choking him, but when Resident A was asked "How Arthur sets him straight?" Resident A demonstrated with both his hands grabbing his shirts collar saying, "like this." Resident A told DCS 1 that "Arthur was going to set him straight." He does not know what DCS 1 said, but reported he was not scared of Arthur and did not sustain any injuries. Resident A has not seen Arthur put his hands on any other resident; however, Resident A stated he is not sure if this was the first time Arthur grabbed his collar but was unable to provide any further details.

I interviewed Resident B regarding the allegations in his bedroom. Resident B was verbal but has difficulty communicating. Resident B stated, "Arthur works here, and I tell him to stop." I made several attempts to gather information as to why Resident B asks, "Arthur to stop," but it was extremely difficult understanding what Resident B was saying. Resident B then began talking about his gaming system. I concluded the interview.

I attempted to interview Resident C and Resident D, but they both declined to speak with me.

I interviewed DCS 1 regarding the allegations. DCS 1 has been working for this corporation since 10/2021. DCS 1 stated that Adult Protective Services (APS) came out and spoke with Resident A on 04/06/2022 but that the HM Arthur Pitts who was off the schedule returned to this group home and spoke with Resident A before APS did. DCS 1 stated that Resident A told DCS 1, "I talked to Arthur this morning and Arthur said he was just setting me straight." DCS 1 stated they began shift on 04/05/2022 when Resident A approached them saying, "Arthur grabbed me around my neck." DCS 1 asked Resident A, "Why didn't you tell anyone?" Resident A stated, "I don't know. Can you help me." DCS 1 stated they did not witness the incident but believed Resident A since "Resident A appeared to be scared." DCS 1 stated that Resident A demonstrated to them with Resident A's own hands what the HM did, "Resident A grabbed his collar with both his hands, saying like this." DCS 1 asked Resident A, "Why did he grab your collar?" Resident A stated, "When I get into trouble, Arthur grabs my neck." DCS 1 stated they have not witnessed the HM put his hands on any of the residents; however, DCS 1 has witnessed the HM become verbally aggressive towards residents, specifically Resident A. DCS 1 stated when the HM does not like something the residents do, the HM raises his voice and threatens the residents. One time when Resident A was eating fast, the HM grabbed Resident A's sleeve shirt and in a loud voice said, "slow down." DCS 1 stated they never reported that incident to anyone because "I was new here, but now I know it was wrong so now I reported this incident." DCS 1 stated after making the report to management, the HM has been treating both DCS 1 and DCS 2 "differently" and calling them "snitches."

I went back to speak with Resident A regarding the HM pulling him into the office and speaking with him. Resident A confirmed that the HM came to the home and pulled him into the office. Resident A stated, "Arthur said, I didn't do anything to you. I'm just setting you straight." Resident A stated the HM spoke to him before anyone else had come to the home to speak to him about what happened.

On 04/13/2022, I contacted ORR Alanna Honkanen regarding the allegations. Ms. Honkanen stated she is investigating these allegations.

On 04/19/2022, I contacted APS worker Tameia Kelly regarding the allegations. Ms. Kelly stated she went to interview Resident A on 04/06/2022 and that Resident A denied that the HM choked him or put his hands on him. Ms. Kelly stated that DCS 1 told Ms.

Kelly that the HM came to the home before APS came out and spoke with Resident A. DCS 1 told Ms. Kelly that the HM is verbally aggressive towards the residents, specifically towards Resident A. DCS 1 told Ms. Kelly that when the residents eat dinner too fast, the HM “grabs their shirts,” to get their attention so they could slow down. DCS 1 reported to Ms. Kelly that Resident A told DCS 1 that the incident with the grabbing of his shirt happened the weekend before Ms. Kelly went out to the home.

On 05/03/2022, I received a call from APS worker Heather Stichel stating that she is now the worker investigating these allegations.

On 05/16/2022, I contacted the HM Arthur Pitts via telephone regarding the allegations. Mr. Pitts has been working for this corporation for six years. He usually works the morning shift 7AM-3PM. The HM stated the allegations are not true and that he has never grabbed Resident A’s collar or choked Resident A. The HM stated that there are a couple of DCS who are “personally attacking my character.” He stated it is DCS 1 and DCS 2. The HM stated this personal attack against him is because DCS 1 and DCS 2 are new to this group home and “want to run this home like they want and not follow policy and I do follow policy, so they do not like that.” The HM stated, “I play around with all of them. We joke around, but I’ve never done anything malicious or with intent. I’ve never grabbed any of the residents in an aggressive manner.” The HM stated he has never been verbally aggressive towards Resident A or any other resident. He stated that the residents have a tendency of eating too fast, so he tells them to slow down when they’re eating. He denied threatening to throw their food plates and stated, “Why would I do that if I fixed them their food.” He stated, “I tell them to slow down.” He denied grabbing their sleeve shirts or become verbally aggressive. The HM also denied returning to the home after he was taken off the schedule. He stated he never had a conversation with Resident A regarding the allegations even though Resident A stated that the HM talked to him about “setting him straight.” The HM stated he never said that to Resident A. Again, the HM stated that these allegations are false, and this is the first time there has ever been a complaint against him. He stated he would never do anything to harm any of the residents.

On 05/16/2022, I interviewed the program director Marcia Stewart regarding the allegations. Ms. Stewart has worked for this corporation for about five years. She was once the HM at this group home before being promoted to program director. Ms. Stewart oversees this home and all staff. Ms. Stewart was on vacation when these allegations came about. After she returned, she heard what Resident A reported to DCS Ebony Knott and Sonya Jancevski. Ms. Stewart spoke with Resident A who told Ms. Stewart, “Arthur sometimes do get on me to do right. He sets me straight.” Ms. Stewart has never witnessed the HM grab Resident A or be inappropriate with Resident A or any other resident. Ms. Stewart stated that she received a call from Ms. Jancevski informing Ms. Stewart that the HM stopped by the home and spoke with Resident A in the office of the group home when the HM was supposed to be off the schedule due to this investigation. Ms. Stewart has not spoken to the HM due to this on-going investigation. After the HM was taken off the schedule, he left with all the group home keys, which he knew he was supposed to leave those at the home. The HM was

advised to return the keys to the home as the staff did not have access to the office, so he did, and this may have been the time that the HM spoke with Resident A. Ms. Stewart has never received any complaints from residents or staff regarding the HM. She stated DCS 1 and DCS 2 informed her that the HM "acts differently," when Ms. Stewart is present then when she is not present at the home. Ms. Stewart stated she is not present daily at the group home. Staff are providing care to these residents and the only issue is that staff are not bringing issues to her when they arise.

On 05/16/2022, I contacted DCS 3 via telephone regarding the allegations. DCS 3 stated they wanted to remain anonymous regarding their reporting of concerns at this home. DCS 3 stated they were not present when this alleged incident occurred between Resident A and the HM Arthur Pitts. DCS 3 stated Resident A told DCS 3, "Arthur grabbed me by the neck and choked me up." DCS 3 stated they witnessed Resident A "acting strangely around the HM." Resident A would remain in his bedroom whenever the HM was around, but now since the HM has been off the schedule, Resident A has been out of his bedroom, is more talkative and involved in activities. DCS 3 stated, "In a sense, the residents seemed afraid of Arthur and now that Arthur is not there, all the residents and staff are more relaxed." DCS 3 stated, "Arthur is not approachable like most managers. He's just rude." DCS 3 stated the HM's approach when redirecting the residents is not appropriate. DCS 3 has witnessed the HM yell at the residents when the residents "do something wrong."

DCS 3 stated they have never witnessed the HM grab or put his hands on Resident A or any other resident; however, DCS 3 has witnessed the HM throw a resident who used to live at this home's plate of food. DCS 3 stated the resident was eating too fast and the HM said to that resident, "if you don't slow down, I'm going to throw your plate away." That resident did not slow down, so the HM took the plate of food from the resident and threw it in the garbage in front of DCS 3. DCS 3 told the HM, "you can't do that," then the HM replied, "Mind your own business." DCS 3 stated at first, they did not realize what the HM was doing was a rights violation, but after witnessing several incidents of verbal abuse towards the residents, DCS 3 knew this was not right. DCS 3 stated, "if the HM returns, then I will request a transfer." DCS 3 stated the HM is also rude to staff at this home and does not manage the home "like a manager should." DCS 3 stated that the HM has threatened staff's jobs if staff did not follow his rules or report any issues. DCS 3 was asked if they know if the HM spoke with Resident A regarding the allegations. DCS 3 stated, "Yes, Resident A told me that the HM spoke to Resident A promising Resident A train rides." DCS 3 reiterated that the HM should not return to this home because the HM is mistreating all the residents and staff.

On 05/16/2022, I received a return call from licensee designee Shannon White-Schellenberger regarding the allegations. Ms. White-Schellenberger stated she was "shocked," to hear these allegations were regarding the HM Arthur Pitts. Ms. White-Schellenberger described the HM as being "loving, kind and firm." He was firm, but not in a "disrespectful way." Ms. White-Schellenberger stated she would never suspect the HM to put his hands on Resident A or any of the other residents. The HM tries to guide the residents when they are being inappropriate or doing something they are not

supposed to do. For example, Resident A is sometimes “sexually inappropriate,” with women, so the HM reminds Resident A in a firm voice that Resident A should act appropriately and that a “man does not act that way.” Ms. White-Schellenberger stated that Resident A is not an individual “who would make up stories,” but Resident A “does misinterpret situations.” Ms. White-Schellenberger stated that the HM was taken off the schedule and took the home’s keys with him, but then returned them to the home. She does not know if the HM spoke with Resident A regarding the allegations or not.

On 05/18/2022, I received a return call from the assistant home manager (AHM) regarding the allegations. The AHM stated has been with the corporation for about five years. The AHM works the morning shifts. The AHM stated they have never witnessed the HM put his hands on Resident A nor choke or grab Resident A’s neck and/or collar. The AHM stated that Resident A has never stated that “Arthur grabbed my neck to set me straight.” The AHM stated they also have never heard or witnessed the HM become verbally aggressive towards Resident A or any of the other residents. The AHM believes these allegations were brought against the HM because of “animosity and anger towards the HM.” The AHM believes it is DCS 1 and DCS 2 who made these allegations up because the AHM stated they have not received any complaints from Resident A about the HM grabbing Resident A’s collar and/or neck or that the HM put his hands on Resident A. The AHM stated that DCS 1, DCS 2 or any other DCS have not come to them and complained about the HM’s treatment towards Resident A or any other resident. The AHM stated all the residents are choke risks and they all eat too fast. The AHM never witnessed the HM threaten to throw away the residents’ plate of food or grab any resident by their sleeves. The AHM stated they have heard the HM redirect the residents by saying, “slow down,” when they are eating. The AHM stated that the HM always tries to redirect the residents appropriately. For example, Resident A is sometimes sexually inappropriate towards female staff. Female staff cannot wear open toe sandals because Resident A will try to touch staff’s toes and stare at female staff’s breasts. The HM reminds Resident A that this type of behavior is not appropriate and redirects Resident A from these inappropriate behaviors. The AHM stated, “the HM taught me and all staff how to appropriately redirect Resident A when he is inappropriate.”

On 05/18/2022, I received a return call from DCS 2 regarding the allegations. DCS 2 has been with the corporation for about one year. DCS 2 was a private duty caregiver in the past and this is their first job in a group home DCS. DCS 2 stated they had to learn how to navigate working in a group home because of the rules and policies. DCS 2 used to work midnights but since the past three months, have worked the afternoon shifts and some of those shifts have been with the HM Arthur Pitts. DCS 2 stated that Resident A told DCS 2, “Whenever I get into trouble, Arthur grabs me by my neck.” DCS 2 has not witnessed the HM grab Resident A by the neck or the collar but reported that they have heard the HM “yell and curse,” at all the residents. DCS 2 stated that the HM yells and curses at the residents usually Sundays when “Arthur doesn’t want the residents to come out of their bedrooms because it’s quiet time.” DCS 2 stated they have also witnessed the HM turn off the TV and make the residents go into their bedrooms because “it’s his (HM) quiet time.” DCS 2 stated they knew this was wrong

and finally reported what Resident A reported to management. DCS 2 stated they have heard from other DCS that the HM threatened Resident A and the other residents that the HM would throw away their plate of food if they ate too fast. DCS 2 stated she has never heard or witnessed the HM threaten to throw away the residents' food. DCS 2 stated whenever resident eats too fast DCS are supposed to say, "no one will take your food away, slow down." DCS 2 stated this redirection works with these residents. DCS 2 stated, "after I reported this, not I'm suffering backlash from the AHM." DCS 2 stated that the AHM is telling other DCS that DCS 1 and DCS 2 are "snitches." DCS 2 stated, "if we report issues, we then get into trouble."

On 05/19/2022, I contacted the HM as a follow-up to the allegations. The HM denied yelling and cursing at the residents. The HM denied forcing residents to remain in their bedrooms or turning off the TV for "quiet time." The HM stated he did return to the home after being taken off the schedule, but that he only returned the home keys and did not speak with Resident A.

On 05/19/2022, I left a message for licensee designee Shannon White-Schellenberger with my findings.

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	(3) A licensee or administrator shall provide in-service training or make training available through other sources to direct care staff. Direct care staff should be competent before performing assigned tasks, which shall include being competent in all of the following areas: (a) Reporting requirements.
ANALYSIS:	Based on my investigation and information gathered, DCS 1, DCS 2, and DCS 3 reported several concerns they have witnessed from the HM Arthur Pitts towards Resident A and other residents, but never reported these incidents when they occurred to management. DCS 1, DCS 2, and DCS 3 stated they have witnessed Mr. Pitts become verbally aggressive towards the residents that included, yelling, cursing, and threatening to throw the residents' plate of food if they continued to eat too fast. The AHM and the program director stated that no staff have approached them or informed them of any incidents and/or concerns regarding Mr. Pitts towards Resident A or the other residents.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14307	Resident behavior interventions generally.
	(1) A licensee shall ensure that methods of behavior intervention are positive and relevant to the needs of the resident.
ANALYSIS:	Based on my investigation and information gathered, the HM Arthur Pitts did not use positive behavior method relevant to Resident A. Resident A reported to DCS 1, DCS 2, and DCS 3 that Mr. Pitts grabbed him by the collar when he did something wrong. During my interview with Resident A, Resident A demonstrated with his own hands how Mr. Pitts puts his hands around Resident A's collar and grabs Resident A because "Resident A did something wrong." Mr. Pitts denied putting his hands on Resident A; however, Mr. Pitts discussed these allegations with Resident A after Mr. Pitts was removed from the staff schedule due to these allegations. Resident A told me during the interview that Mr. Pitts spoke to Resident A and told Resident A, "I'm not doing anything to you. I'm just setting you straight." Resident A stated he did not sustain any injuries and is not afraid of Mr. Pitts.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14308	Resident Behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: <ul style="list-style-type: none"> (i) Mental or emotional cruelty. (ii) Verbal abuse. (iv) Threats.
ANALYSIS:	Based on my investigation and information gathered, the HM Arthur Pitts was mentally and emotionally cruel, verbally abusive and used threats towards Resident A and the other residents. DCS 1, DCS 2, and DCS 3 reported that they heard Mr. Pitts yell, curse and make threats towards the residents. Mr. Pitts yelled and cursed at the residents when the residents do something wrong. Mr. Pitts threatened to throw the residents' plate of food when the residents ate their food too fast.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receiving an acceptable corrective action plan, I recommend no change to the status of the license.

Frodet Dawisha

05/19/2022

Frodet Dawisha
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

05/20/2022

Denise Y. Nunn
Area Manager

Date