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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

Nichole VanNiman
Beacon Specialized Living Services, Inc.
Suite 110
890 N. 10th St.
Kalamazoo, MI 49009

September 21, 2022

RE: License #: AM800299049
Investigation #: 2022A1030059
Beacon Home at Woodland

Dear Ms. VanNiman:

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. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

Nile Khabeiry, Licensing Consultant
Bureau of Community and Health Systems
350 Ottawa, N.W. Unit 13, 7th Floor
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM800299049
Investigation #:	2022A1030059
Complaint Receipt Date:	08/31/2022
Investigation Initiation Date:	09/01/2022
Report Due Date:	10/30/2022
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Kimberly Howard
Licensee Designee:	Nichole VanNiman
Name of Facility:	Beacon Home at Woodland
Facility Address:	56832 48th Avenue Lawrence, MI 49064
Facility Telephone #:	(269) 427-8400
Original Issuance Date:	09/12/2016
License Status:	REGULAR
Effective Date:	03/12/2021
Expiration Date:	03/11/2023
Capacity:	12
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
A direct care staff member was disrespectful of Resident A by yelling at her.	Yes
Additional Findings	No

III. METHODOLOGY

08/31/2022	Special Investigation Intake 2022A1030059
09/01/2022	Special Investigation Initiated - Face to Face Interview with Resident A
09/02/2022	Contact - Face to Face Interview with Resident B
09/02/2022	Contact - Face to Face Interview with Resident C
09/02/2022	Contact - Face to Face Interview with Resident D
09/02/2022	Contact - Face to Face Interview with Caitlyn Baltazar
09/02/2022	Contact - Face to Face Interview with Tami Williamson
09/21/2022	Exit Conference Exit conference by phone

ALLEGATION:

A direct care staff member was disrespectful of Resident A by yelling at her.

INVESTIGATION:

On 9/2/22, I interviewed, along with Office of Recipient Rights officer Michelle Scheiba, Resident A via Microsoft Teams video conferencing. Resident A reported she was upset and crying because a direct care staff member (DCSM) made her feel “retarded and stupid.” Resident A reported DCSM Catlin Baltazar yelled at her because Resident A did not complete her work assignment last night and that she “should not have a job if she is unable to do it right.” Resident A reported she felt very “bad about herself” after that comment was made to her. Resident A denied that Ms. Baltazar ever called her any names or threatened to get her fired from her job but confirmed that she has heard her yell at other residents.

On 9/2/22, I interviewed Resident B via Microsoft Teams video conferencing. Resident B reported she heard Ms. Baltazar yelling when she woke up and then witnessed Resident A crying. Resident B reported she has heard Ms. Baltazar yelling at other residents in the past and seems “angry when she comes into work.”

On 9/2/22, I interviewed Resident C via Microsoft Teams video conferencing. Resident C reported Ms. Baltazar talked to Resident A “in a mean way” about Resident A not doing her job correctly. Resident C reported Ms. Baltazar has “made her and other residents cry” including Resident A. Resident C denied hearing Resident A being called any names or threatened by Ms. Baltazar. Resident C reported Ms. Baltazar “complains all the time about every little thing.”

On 9/2/22, I interviewed Resident D via Microsoft Teams video conferencing. Resident D denied witnessing Ms. Baltazar have any conflicts between Resident A. However, reported Ms. Baltazar raises her voice and yells at the residents.

On 9/2/22, I interviewed DCSM Catlin Baltazar via Microsoft Teams video conferencing. Ms. Baltazar reported Resident A asked her about getting paid for the work program. Ms. Baltazar reported she looked at the work logbook and it indicated that Resident A did complete her job last night. Ms. Baltazar reported Resident A became upset about not getting paid. Ms. Baltazar reported she offered to help Resident A complete her work detail so she would get paid. Ms. Baltazar reported she is unable to physically do the work anymore and began crying. Ms. Baltazar reported she then helped Resident A with the work assignments and wrote down on the logbook that the work was completed. Ms. Baltazar reported she did not yell at Resident A or threaten to have her fired.

On 9/2/22, I interviewed DCSM Tami Williamson via Microsoft Teams video conferencing. Ms. Williamson reported she works the same shift as Ms. Baltazar. Ms.

Williams reported she did not hear Ms. Baltazar call the Resident A names or threaten her. Ms. Williamson reported Ms. Baltazar does not ever yell at the residents.

I reviewed the licensing file to assess the frequency of complaints received by the department related to treatment of residents. Special investigation report (SIR) #2022A1024004 documented an incident in which a staff member yelled at a resident resulting in a rule citation and request for a corrective action plan. SIR #2021A1024029 documented an incident in which a staff member yelled at a resident resulting in a rule citation and request for corrective action plan.

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 Caitlyn Baltazar called Resident A names and threatened to have her fired from her job program. Based on interviews with several Residents and staff members there is no evidence that Ms. Baltazar threatened Resident A or called her names.</p> <p>Review of the licensing file reveals two prior special investigations that cited poor interactions/ communication between staff and residents. While those separate incidents did not involve Ms. Baltazar, there was evidence that in this most recent incident Ms. Baltazar yelled at Resident A. This action and her attitude described by residents certainly impacted Resident A in a negative manner inconsistent with this rule.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 9/21/22, I shared the findings of my investigation with Licensee Designee, Nichole VanNiman by phone. Ms. VanNiman acknowledged and agreed with the findings and will submit a corrective action plan upon receipt of the SIR.

IV. RECOMMENDATION

Based on the approval of an acceptable corrective action plan, I recommend status of the license remain unchanged.

Nile Khabeiry, LMSW

9/22/22

Nile Khabeiry
Licensing Consultant

Date

Approved By:

Russell Misiak

9/23/22

Russell B. Misiak
Area Manager

Date