



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

September 6, 2022

Lorinda Anderson
Community Living Options
626 Reed Street
Kalamazoo, MI 49001

RE: License #: AS390092832
Investigation #: 2022A1024044
CLO/Cliffwood Home

Dear Ms. Anderson:

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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems
427 East Alcott
Kalamazoo, MI 49001

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS390092832
Investigation #:	2022A1024044
Complaint Receipt Date:	07/15/2022
Investigation Initiation Date:	07/15/2022
Report Due Date:	09/13/2022
Licensee Name:	Community Living Options
Licensee Address:	626 Reed Street Kalamazoo, MI 49001
Licensee Telephone #:	(126) 934-3635
Administrator:	Lorinda Anderson
Licensee Designee:	Lorinda Anderson
Name of Facility:	CLO/Cliffwood Home
Facility Address:	127 Cliffwood Avenue Portage, MI 49002
Facility Telephone #:	(269) 323-7257
Original Issuance Date:	06/30/2000
License Status:	REGULAR
Effective Date:	12/26/2021
Expiration Date:	12/25/2023
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident B continues to assault residents in the home that requires police involvement and staff is not able to provide protection.	No

III. METHODOLOGY

07/15/2022	Special Investigation Intake 2022A1024044
07/15/2022	Special Investigation Initiated – Telephone voicemail to Portage Police Department Officer Riesgraf
07/19/2022	Contact - Telephone call made with Resident A
08/19/2022	Inspection Completed On-site with Resident B, Resident C, direct care staff members Nikaterri Smith, Shakiyah Singleton, home manager Amber McPherson
08/19/2022	Contact - Telephone call made Portage Police Department
08/22/2022	Contact-Document Received- <i>Police Report #22-19833</i>
08/25/2022	Contact - Telephone call made with direct care staff member Lazaria Landen
09/01/2022	Contact - Telephone call made with Felicia Evans, program manager
09/02/2022	Exit Conference with licensee designee Lori Anderson

ALLEGATION:

Resident B continues to assault residents in the home that requires police involvement and staff is not able to provide protection.

INVESTIGATION:

On 7/15/2022, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint alleged Resident B continues to assault residents in the home which requires police involvement due

to direct care staff member being unable to manage Resident B's behavior and provide protection to Resident B and other residents.

On 7/19/2022, I conducted an interview with Resident A regarding this allegation. Resident A stated on 7/14/2022 she had an argument with Resident B while they were upstairs in the living room. Resident A stated Resident B then went downstairs to the pantry while they were arguing, and Resident A also went downstairs because Resident B was screaming at her. Resident A stated Resident B then grabbed her by her hair and pushed her down while they were downstairs. Resident A stated direct care staff members were upstairs getting medications however came downstairs after Resident A was pushed down to the floor. Resident A stated a direct care staff member got in between Resident A and Resident B and talked with both Resident A and Resident B about walking away from each other when they are arguing. Resident A stated direct care staff members always talk to Resident B however she does not listen to anyone. Resident A stated she then called the police who informed her that no charges were able to be made because Resident B has a mental health diagnosis. Resident A stated Resident B has also assaulted other residents in the home "randomly out of nowhere" however she was unsure if the police has come out for those incidents. Resident A stated Resident B has never physically assaulted her in the past however Resident B has assaulted direct care staff members in the past and she stated she does not like this because staff members are "good staff", and they do not deserve to be assaulted. Resident A further stated even though Resident B usually always argues with her and the other residents in the home, she feels safe in the home.

On 8/19/2022, I conducted an onsite investigation at the facility with home manager Amber McPherson and direct care staff members Nikaterri Smith and Shakiyah Singleton. Ms. McPherson stated she has observed all the residents in the home to argue with one another however Resident A and Resident B tend to argue the most. Ms. McPherson stated both Resident A and Resident B can be instigators and antagonize one another however direct care staff members intervene to prevent further escalation. Ms. McPherson stated recently Resident B demonstrated physical aggression towards Resident A and Resident A called the police after the incident. Ms. McPherson stated on 7/14/2022, Resident B attempted to walk away from Resident A when they were arguing, and Resident A followed Resident B to the pantry where Resident B was getting a snack. Ms. McPherson stated Resident B then turned around and grabbed Resident A's hair and pushed her down to the floor. Ms. McPherson stated she was not present for this incident however it was reported to her by Ms. Landen. Ms. McPherson stated thus far Resident B has assaulted two residents in the home but will mostly argue and yell when she is upset. Ms. McPherson stated direct care staff members intervene by verbally redirecting the residents to keep the residents from fighting. Ms. McPherson stated the residents who were hit by Resident B called the police during those incidents and Resident B was talked to by law enforcement. Ms. McPherson stated she has no other knowledge of the police coming out to the home besides those two incidents. Ms. McPherson further stated despite the two incidents that involved hitting by Resident

B, she believes staff members have been able to intervene when the residents, including Resident B, have had verbal altercations to prevent the incidents from escalating.

Ms. Smith stated she works regularly in the home, and she has observed Resident B demonstrate verbal aggression towards the residents in the home and will threaten the residents with physical violence by raising her fist however Resident B has not been physically aggressive towards the residents. Ms. Smith stated all the residents in the home tend to argue with one another, but direct care staff members usually intervene by verbally redirecting the residents to do other things. Ms. Smith stated she is only aware of one incident where Resident B physically hit another resident. Ms. Smith stated during this incident Resident B grabbed Resident A's hair and Resident A called the police afterwards. Ms. Smith stated she was not present for the incident however it was reported to her by staff and other residents. Ms. Smith stated she has no knowledge of any other incidents where the police had to be called to the facility and she believes direct care staff members can effectively manage the conflict that goes on between the residents.

Ms. Singleton stated she works regularly in the home, and she has no knowledge of physical fighting in the home. Ms. Singleton stated Resident B tends to argue with all the residents in the home and she believes Resident B has hit two of the residents during separate incidents. Ms. Singleton stated during those incidents Resident B will hit then de-escalate on her own. Ms. Singleton stated staff talks to Resident B and can redirect Resident B with space and verbal redirection. Ms. Singleton stated during the incident on 7/14/2022, it was reported to her that Resident B tried to walk away from Resident A however Resident A followed Resident B and continued to yell at her which triggered Resident B to grab her hair and push her to the floor. Ms. Singleton stated Resident C saw the entire incident and reported this information to her.

While at the facility, I interviewed Resident C regarding this allegation. Resident C stated she has been living in the home for about two years and this is the best adult foster care facility she has lived in. Resident C stated she has had issues with Resident B in the past and has witnessed her assault a pregnant direct care staff member before. Resident C stated she was hit in the arm once by Resident B in the past because she asked Resident B to turn the television volume down. Resident C stated direct care staff members immediately intervened however Resident A had already walked away after Resident B hit her. Resident C stated staff members always talk to Resident B however Resident B does not listen to them. Resident C stated Resident B will usually argue with residents in the home and yell at them when she is upset about something, and direct care staff will ask the resident who Resident B is targeting to remove themselves from the situation. Resident C stated recently she saw Resident A follow Resident B to the pantry where Resident B was getting a snack and Resident B turned around and grabbed Resident A's hair. Resident C stated during this incident Resident B was trying to avoid arguing with Resident A. Resident C stated she feels safe in the home, and she believes direct

care staff members are able to protect her from harm. Resident C further stated the police came out to the home when Resident B punched her in the arm however she has no knowledge of police coming out to the home for any other time other than on 7/14/2022.

I attempted to interview Resident B however she refused to be interviewed.

While at the facility, I reviewed Resident B's *Assessment Plan for AFC Residents* (assessment plan) dated 10/19/2021. According to this assessment plan, Resident B has a history of verbal and physical aggression as well as property destruction.

I also reviewed Resident B's *Behavioral Treatment Plan* (treatment plan) dated 12/02/2021. According to this treatment plan, Resident B was relocated to Cliffwood AFC in October 2021 and has a history of verbal/physical aggression. Resident B is diagnosed with Intermittent Explosive Disorder however does well in structured environments. Resident B attends community programming three times a week through her mental health provider and has not demonstrated any form of aggression while at this day program.

I also reviewed *AFC Licensing Division-Incident/Accident Report* (incident report) dated 7/14/2022 written by Lazaria Landen. According to this incident report Resident B was upset with Resident A for being accused of vaping in her bedroom. This incident report stated Resident B was verbally aggressive towards Resident A then she grabbed her by the hair and pulled her to the floor. The incident report stated when staff came to intervene the two residents were already separated. The report stated direct care staff members spoke with Resident B about house rules and keeping her hands to herself.

I also reviewed an incident report dated 3/10/2022 written by Lazaria Landen. According to this incident report Resident B became upset and began banging on doors and the office window because she was instructed that she had to wait until 8am to have a cigarette. The incident report stated Resident B started yelling at staff and a resident who was sitting watching television. The incident report stated Resident B then started yelling at another resident who had just came out of their bedroom and hit the resident. The incident report stated this resident then called the police who came out to the home and gave Resident B a warning. The incident report stated staff intervened by redirecting Resident B to calm down.

On 8/19/2022, I requested police reports from Portage Police Department involving Resident B and any other residents in the home. I was advised that there was one police report for this property.

On 8/22/2022, I reviewed *Police Report #22-19833* dated 7/14/2022. According to this police report, an officer was dispatched to the home and was notified by Resident A that Resident B grabbed her by the hair and pushed her down. The police report stated Resident C provided a statement stating that she witnessed

Resident B grab Resident A's hair and had to separate them. The police report stated Ms. Landen provided a statement and stated that Resident A would not leave Resident B alone and continued to argue with her because they believe she was smoking in the home. Ms. Landen further stated Resident A followed Resident B to the basement and Resident B became enraged and grabbed Resident A's hair and pushed her to the floor. An attempted interview was made with Resident B however she was difficult to understand according to this police report. The police report stated no injuries were observed and charges of assault against Resident B were denied by the prosecutor.

On 8/25/2022, I conducted an interview with direct care staff member Lazaria Landen. Ms. Landen stated on 7/14/2022 she was working in the home when Resident B assaulted Resident A. Ms. Landen stated Resident A was targeting Resident B because Resident A believed Resident B was smoking in her the house which is prohibited. Ms. Landen observed Resident B getting aggravated and advised her to go to her bedroom or to another room. Ms. Landen stated Resident B decided to walk downstairs to get a snack at which time Ms. Landen advised Resident A to discontinue speaking to Resident B until they both de-escalated. Ms. Landen stated after Resident B left the room to get a snack, Ms. Landen went to the office to prepare medications as she assumed the argument was over but during this time Resident A left the living room and followed Resident B to continue arguing with her. Ms. Landen stated it was reported to her that Resident B then retaliated and grabbed Resident A by her hair pulling her to the floor. Ms. Landen stated she heard them arguing and when she went downstairs both Resident A and Resident B was standing in front of each other, and Resident C was also present who informed Ms. Landen of the incident. Ms. Landen stated she asked the residents to explain the incident to her and talked with both Resident A and Resident B about learning to walk away and to use their coping skills when they are upset. Ms. Landen stated Resident A then advised her that she was going to call the police, who came out to the home and took interviews from everyone. Ms. Landen stated all the residents in the home tend to argue with one another however they will eventually forgive each other and act friendly towards one another. Ms. Landen stated staff members are able to talk to all the residents in the home, including Resident A, and redirect them to keep them safe when they argue. Ms. Landen stated she believes law enforcement has been to the home twice since Resident B moved into the home for hitting a resident.

On 9/1/2022, I conducted an interview with program manager Felicia Evans who stated that Resident B has hit other residents in the past however this is not an ongoing occurrence. Ms. Evans stated Resident B often argues with other residents and direct care staff members have to talk to Resident B to get her to eventually de-escalate. Ms. Williams stated Resident A has been in the home since of October 2021 and she has had two incidents of physical hitting another resident and these incidents have resulted in the police getting called out to the home. Ms. Evans further stated staff members handled both incidents appropriately by immediately intervening with the use of verbal redirecting and keeping the residents separate.

Ms. Evans stated she has contacted Resident B's mental health case manager to discuss making modifications to Resident B's behavior treatment plan to address positive behavior reinforcement strategies. Ms. Evans stated she has no knowledge of law enforcement coming out to the home regularly and believes direct care staff members have been able to effectively manage Resident B's behaviors.

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:	Based on my investigation which included interviews with home manager Amber McPherson, direct care staff members Nikaterri Smith, Shakiyah Singleton, Lazaria Landen, program manager Felicia Evans, Portage Police Department, review of Resident B's assessment plan, treatment plan, and the facility's incident reports there is no evidence Resident B continues to assault residents requiring police involvement or that direct care staff members are not able to protect the residents. According to Resident B's treatment plan, Resident B has resided in the home since October 2021 and has a history of physical aggression. Ms. McPherson and Ms. Evans both stated Resident B has hit two residents on two separate occasions and law enforcement has been called out to the home for both these incidents by the other resident involved not by direct care staff members. Despite these two incidents, the staff members, home manager and program manager all stated Resident B usually only verbally argues with the other residents and direct care staff members are usually able to de-escalate the situation via verbal redirection. Resident A and Resident C, who both reported to feel safe in the home, also stated Resident B tends to argue with the residents in the home but reported direct care staff members intervene with verbal redirecting. According to Portage Police Department, records show that law enforcement has been out to the home for one incident however, I reviewed two incident reports that stated Resident B hit a resident and the police were called out. It should be noted for both incidents, staff intervened to prevent the incidents from escalating therefore the protection and safety of the residents are attended to all times.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 9/2/2022, I conducted an exit conference with licensee designee Lori Anderson.

I informed Ms. Anderson of my findings and allowed her an opportunity to ask questions or make comments.

IV. RECOMMENDATION

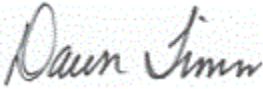
I recommend the current license status remain unchanged.



Ondrea Johnson
Licensing Consultant

9/2/2022
Date

Approved By:



09/06/2022

Dawn N. Timm
Area Manager

Date