



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 10, 2022

David Simpson
Northern Lakes Community Mental Health
Suite A
105 Hall Street
Traverse City, MI 49684

RE: License #: AS830263281
Investigation #: 2022A0870035
Pearl Street Home

Dear Mr. Simpson:

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 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 (231) 922-5309.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bruce A. Messer". The signature is fluid and cursive, written in a professional style.

Bruce A. Messer, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4939

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS830263281
Investigation #:	2022A0870035
Complaint Receipt Date:	08/29/2022
Investigation Initiation Date:	08/30/2022
Report Due Date:	10/28/2022
Licensee Name:	Northern Lakes Community Mental Health
Licensee Address:	Suite A 105 Hall Street Traverse City, MI 49684
Licensee Telephone #:	(989) 348-0014
Administrator:	David Simpson
Licensee Designee:	David Simpson
Name of Facility:	Pearl Street Home
Facility Address:	232 Pearl St Cadillac, MI 49601
Facility Telephone #:	(231) 775-4579
Original Issuance Date:	07/01/2004
License Status:	REGULAR
Effective Date:	07/14/2022
Expiration Date:	07/13/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Staff member Inga Fuller yells at and threatens to slap residents.	Yes

III. METHODOLOGY

08/29/2022	Special Investigation Intake 2022A0870035
08/30/2022	APS Referral This referral came from the Michigan Department of Health and Human Services, Protective Services Centralized Intake unit.
08/30/2022	Special Investigation Initiated - Telephone Referral made to Northern Lakes Community Mental Health Authority, Office of Recipient Rights.
09/01/2022	Inspection Completed On-site Interviews conducted with staff and facility residents.
09/02/2022	Contact - Telephone call made Telephone interview with staff member Inga Fuller.
09/14/2022	Inspection Completed On-site Follow -up interviews conducted with facility residents.
10/07/2022	Inspection Completed-BCAL Sub. Compliance
10/07/2022	Exit Conference Completed with Licensee Designee Dave Simpson.

ALLEGATION: Staff member Inga Fuller yells at and threatens to slap residents.

INVESTIGATION: On August 30, 2022, I spoke with Brian Newcomb, Director of Recipient Rights for Northern Lakes Community Mental Health Authority (CMH). I provided him with the above stated allegation for his offices' consideration.

On September 1, 2022, I conducted an on-site special investigation at the Pearl Street Home AFC. I met with Licensee Designee Dave Simpson and home manager Jennifer Edwards, informing them of the above stated allegation. Ms. Edwards informed me that she had been approached on August 27, 2022, by Resident A who told her that staff member Inga Fuller had yelled at him and told him

that he could not have a pop. She stated Resident A was “red” and irritated, with his “mind all over the place.” Ms. Edwards stated she spoke with Ms. Fuller that day and she replied, “I don’t know what you’re talking about.” Ms. Edwards further noted that Ms. Fuller informed her that Resident A had refused his medications the previous evening. Ms. Edwards stated that Ms. Fuller had worked by herself the shift of the alleged incident.

On September 1, 2022, I conducted a private interview, at the facility, with Resident A. Resident A stated that staff member Inga Fuller “threatens me” and has threatened to slap me, Resident C and Resident D. He noted that Ms. Fuller “constantly yells at me” and when he spoke to her about this she replied, “I’ll dial Recipient Rights for you.” Resident A further stated that he observed Ms. Fuller call Resident B a “stupid little man” and yells at him if he blows a fuse using his coffee pot. He noted that Ms. Fuller has told Resident D that he “needs to be slapped.” Resident A stated Ms. Fuller “gets so worked up yelling that I think she is going to have a heart attack.”

On September 1, 2022, I conducted a private interview at the facility with Resident B. Resident B stated that Ms. Fuller told him, “you’re just stupid” and that this made him “upset.” He further stated that he has observed Ms. Fuller call Resident A “stupid” but has never seen her hit or slap anyone.

On September 1, 2022, I conducted a private interview at the facility with Resident C. Resident C stated he has observed Ms. Fuller raise her voice, “yell and scream” at Resident A and Resident B but has never heard her call them names or refer to them as being “stupid.” He stated he has never seen Ms. Fuller hit or slap anyone or threaten to hit or slap anyone.

On September 1, 2022, I conducted a private interview, at the facility, with Resident D. Resident D stated that Ms. Fuller “over exaggerates, she turns things into a big deal.” He stated that Ms. Fuller “yells at you” and “says mean things.” Resident D stated he has observed Ms. Fuller tell the facility residents “you guys need to be slapped” and she is “very sarcastic.” He noted that he feels that Ms. Fuller “doesn’t care what you think” and she has commented to the residents “go ahead and call rights, I’ll deal with it.” Resident D stated that Resident A recently told him that Ms. Fuller called Resident B a “stupid little man”, but he did not witness this himself. He noted that he feels Ms. Fuller “treats us like little kids.” Resident D stated all the other staff are “fine.”

On September 1, 2022, I conducted a private interview at the facility with Resident E. Resident E stated that “sometimes Inga (Fuller) says hateful things.” He noted that he has heard Ms. Fuller call Resident B “stupid.” Resident E stated he has not heard Ms. Fuller threaten to slap anyone. He noted the “other staff treat him well.”

On September 1, 2022, I conducted a private interview at the facility with staff member Christina Edmonds. Ms. Edmonds noted that she is “new” to this facility

and has only worked with Ms. Fuller twice. She noted that she has not seen anything as noted in the above allegation.

On September 1, 2022, I conducted a private interview at the facility with staff member Kara Dewey. Ms. Dewey stated she has never directly heard Ms. Fuller name call or say a resident is stupid. She noted that Resident B told her that Ms. Fuller calls him “stupid.” Ms. Dewey also stated that more than one resident has told her that Ms. Fuller had threatened to slap them. She stated she has observed Ms. Fuller raise her voice, “but not scream”, noting it is more like so the residents can hear her, not in anger.

On September 1, 2022, I conducted a private interview at the facility with staff member Jennifer Colvin. Ms. Colvin stated she has never heard Ms. Fuller call anyone “stupid” or threaten any of the residents.

On September 2, 2022, I conducted a telephone interview with staff member Inga Fuller. Ms. Fuller denied ever calling any of the residents “stupid” or “stupid little man.” She further denied ever threatening to slap a resident. Ms. Fuller also denied telling anyone that she would call Recipient Rights for them, or anything related to that statement. Ms. Fuller stated that Resident A “targets” staff and says things about staff when he is “having a bad day.”

On September 14, 2022, I conducted a follow-up in person interview at the facility with Resident A to determine consistency in his recollection of events related to this allegation. Resident A stated he remembered me and that we spoke about Ms. Fuller’s conduct towards him and the other residents. He stated that he has heard Ms. Fuller threaten to slap him, Resident C and Resident D, “for giving Resident B a light.” Resident A stated that since we spoke, on September 1, 2022, Ms. Fuller has yelled at him, Resident C and Resident E. He noted that “she (Fuller) really gets after (Resident B).”

On September 14, 2022, I conducted a follow-up in person interview at the facility with Resident B. Resident B stated Ms. Fuller told him that he is “a stupid man, a stupid little man.” He noted that Ms. Fuller used “a mean voice.”

On September 14, 2022, I conducted a follow-up in person interview at the facility with Resident D. Resident D stated he has heard Ms. Fuller say to the residents, “you guys need to be slapped.” He also noted that Ms. Fuller “yells at me over stupid stuff” in a “mean voice.”

On September 14, 2022, I conducted a private, in person interview at the facility with Resident F. Resident F stated she observed Ms. Fuller tell Resident B to “shut up.” She noted that Ms. Fuller used a “mean voice” when she said this. Resident F stated she has never heard Ms. Fuller threaten to slap anyone or call anyone “stupid.”

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	<p>(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:</p> <p>(ii) Verbal abuse.</p> <p>(iii) Derogatory remarks about the resident or members of his or her family.</p> <p>(iv) Threats.</p>
ANALYSIS:	<p>Residents A, B, C, D, E and F all stated they have heard staff member Inga Fuller either threaten to slap a resident, call residents “stupid”, yell with a “mean voice” or use other abusive or demeaning language towards one or more of the residents.</p> <p>Staff member Kara Dewey stated that “more than one” facility resident has told her that Ms. Fuller threatened to slap them. She also stated Resident B told her that Ms. Fuller had called him “stupid.”</p> <p>Direct care staff member Inga Fuller has verbally abused, threatened, and made derogatory remarks towards one or more of the facilities residents.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On October 7, 2022, I conducted an exit conference with Licensee Designee Dave Simpson. I explained my findings as noted above. Mr. Simpson stated he understood, and that he would submit a corrective action plan to address the established rule violations.

IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, that the status of the license remain unchanged.



October 7, 2022

Bruce A. Messer
Licensing Consultant

Date

Approved By:



October 10, 2022

Jerry Hendrick
Area Manager

Date