



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 4, 2022

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

RE: License #: AS330392259
Investigation #: 2023A0577002
Beacon Home at Leslie

Dear Ms. Rawlings:

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.



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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,

Bridget Vermeesch

Bridget Vermeesch, Licensing Consultant
Bureau of Community and Health Systems
1919 Parkland Drive
Mt. Pleasant, MI 48858-8010
(989) 948-0561

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS330392259
Investigation #:	2023A0577002
Complaint Receipt Date:	10/07/2022
Investigation Initiation Date:	10/10/2022
Report Due Date:	12/06/2022
Licensee Name:	Beacon Specialized Living Services, Inc.
Licensee Address:	Suite 110 890 N. 10th St. Kalamazoo, MI 49009
Licensee Telephone #:	(269) 427-8400
Administrator:	Shelly Keinath
Licensee Designee:	Kimberly Rawlings
Name of Facility:	Beacon Home at Leslie
Facility Address:	4066 Oak Road Leslie, MI 49251
Facility Telephone #:	(269) 427-8400
Original Issuance Date:	05/21/2018
License Status:	REGULAR
Effective Date:	11/21/2020
Expiration Date:	11/20/2022
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A and Resident B are often arguing and fighting without staff providing appropriate interventions outside of calling law enforcement.	No
Resident C was denied access to their funds by home manager Kristin Starks.	Yes

III. METHODOLOGY

10/07/2022	Special Investigation Intake 2023A0577002
10/07/2022	APS Referral- Denied for investigation.
10/10/2022	Contact - Telephone call made- Left message for Guardian A1.
10/10/2022	Special Investigation Initiated – Telephone- Interview with Guardian A1.
10/18/2022	Contact - Document Received- Intake#191044 was dismissed and added to current SI, 2023A0577002.
10/18/2022	Inspection Completed On-site- Reviewed documentation, interviewed residents and staff.
10/20/2022	Contact - Telephone call made- Interview with staff.
10/25/2022	Inspection Completed-BCAL Sub. Compliance
10/26/2022	Exit Conference with licensee designee Kimberly Rawlings, LD.

ALLEGATION: Resident A and Resident B are often arguing and fighting without staff providing appropriate interventions outside of calling law enforcement.

INVESTIGATION:

On September 07, 2022, a complaint was received alleging Resident B targeted Resident A and has grabbed a knife threatening to stab Resident A. Complainant also alleged Resident B pulled Resident A's pants down, hit Resident A in the face, pulled Resident A's hair and threatened Resident A. The complaint reported direct care staff

try to stop Resident B's behavior and will call law enforcement, but law enforcement will not do anything because it is a "behavioral home." Complainant reported direct care staff prompt Resident B and Resident A to go to their rooms before the argument turns physical. The complaint reported Resident A does not have any injuries or bruises from these encounters and that Guardian A1 is aware of the situation. Complainant reported Resident A wants to be switched to another group home or to return home but Guardian A1 will not allow Resident A to return to Resident A's personal home. Complainant reported Resident A was having suicidal ideation and is currently psychiatrically hospitalized.

According to the complaint, Resident A has lived at Leslie Beacon Specialized Living group home for one year and is diagnosed with schizophrenia. On September 10, 2022, I interviewed Guardian A1 who reported Resident A overreacts and dramatizes everything because Resident A is constantly seeking attention. Guardian A1 reported Resident A and Resident B have an on again/off again relationship where they like each other or hate each other. Guardian A1 reported she was aware of an incident that happened about six or eight weeks ago during which Resident B was in the kitchen making a piece of toast when Resident A walked into the kitchen and grabbed Resident B by the hair pulling Resident B to the ground. Guardian A1 reported Resident A is usually the instigator when there is a problem at the home but then blames direct care staff members or another resident. Guardian A1 reported direct care staff really care about the residents and try to do whatever is needed to ensure the residents are happy and safe. Guardian A1 reported Resident A likes to be in her bedroom a lot and will often go to her room when she is upset to calm down. Guardian A1 reported she has not been told by Resident A that direct care staff members force her to go to her bedroom as a form of punishment. Guardian A1 reported she was aware of direct care staff members advising residents to go to their bedrooms when they are trying to separate residents during a behavioral incident to ensure residents' safety. Guardian A1 reported if Resident A was being sent to her bedroom as a punishment everyone would know about it as Resident A would report it. Guardian A1 reported she does not have any concerns regarding the care provided by direct care staff members toward all the residents stating, "it is one of the best homes [Resident A] has lived in."

On October 18, 2022, I completed an unannounced onsite investigation and interviewed Kristin Starks, whose role is Home Manager and direct care staff member (DCS), who reported she knew of a few incidents that happened in August 2022 between Resident A and Resident B. DCS Starks reported she was not involved in the incidents due to being out on medical leave. While at the facility I received and reviewed one *AFC Licensing Division-Incident/Accident Report (IR)* reporting the following:

- On August 21, 2022, Resident A and Resident B got into an altercation due to Resident B talking with staff about a problems and Resident A overhearing the conversations and then talking to other residents about Resident B's personal concerns. Resident B became verbally aggressive and staff were able to get Resident A to leave the room. Resident B continued to escalate and threw her cellphone hitting Resident A in the face causing Resident A to charge at Resident

B. Resident A and Resident B started hitting each other with their fists and started scratching each other. Resident A punched Resident B in the face, then grabbed Resident B's hair pulling Resident B towards the ground. Staff continued to try and verbally redirect Resident A and Resident B, Staff attempted to get in between the two residents and finally staff Lace, had to use a lower-level hold-standing position for 15 seconds on Resident A to get Resident A to release Resident B's hair. Once Resident A released Resident B's hair, staff were able to verbally prompt and separate Resident A from Resident B. At this time, Resident B called the police.

I also reviewed and received a copy of Resident A's *Behavioral Treatment Plan* (BTP) which documented due to Resident A's trauma as a child a BTP was developed to reduce the likelihood of concerning behaviors such as false allegations, verbal aggression, and physical aggression. The BTP documented, "it is hypothesized that false accusations functions for [Resident A] are to get attention and start drama within the home among other residents, along with being bored." "Resident A's verbal and physical aggression are ways for Resident A to get what she wants." Resident A's BTP documents staff direction for verbal and physical aggression as follows:

- "Verbal Aggression: The BTP advises staff to verbally prompt [Resident A] to stop and be appropriate, if she stops, staff are thanking her briefly then ask what is bothering her, once problem is resolved redirect her to an activity. If [Resident A] does not stop and it continues, staff are to give her two more prompts, remind her of the token economy, star chart, and incentive program. If she still engages in verbal aggression, staff should offer to take her hand and say, "lets breath," "lets count," and then start making deep breaths, and counting. If she is targeting another consumer, staff are to verbally redirect [Resident A] to another area of the home, away from the targeted consumer until she is calm.
- Physical Aggression: First and foremost, always keep [Resident A] and staff safe. Staff should take measure to ensure housemate and staff are safe. Staff are to firmly verbally prompt her to stop. If she stops, no further intervention is needed. Once she is calm, staff can ask her what she wants and honor the request. If she does not stop, staff are to redirect her to another area to provide an incompatible behavior. If she engages in the alternative activity, staff should praise her."

On October 18, 2022, I interviewed DCS members Kellie Medina and Amanda Marrow who reported it is not often Resident A and Resident B argue and if/when they do, direct care staff are usually able to verbally prompt them into separate rooms or physically get in between them before the argument gets physical. DCS Medina and DCS Marrow reported they were not present during the altercation on August 21, 2022, so can only report generally what happens between Resident A and Resident B. DCS Medina and DCS Marrow reported the arguments between the two residents usually starts with one yelling at the other, then they throw something, then more yelling, then possibly become physical so when yelling starts direct care staff take time to separate the two before their argument becomes physical. DCS Medina and DCS Marrow reported most of the arguments are started by Resident A because when Resident A wants something, she

wants it immediately and does not want to accept that she might have to wait. DCS Medina and DCS Marrow reported staff respond to Resident A and Resident B yelling immediately to resolve the argument at that point instead of it getting to the point where it becomes physical and one of the residents ends up calling the police to press charges.

On October 18, 2022, I interviewed Resident A who reported she has no concerns regarding her care at the home. Resident A reported she has a problem with Resident B hitting her, but this has not happened in a long time. Resident A reported she hits Resident B also, but it is in self-defense. Resident A reported her and Resident B do not fight that often but when it does happen direct care staff members usually able to separate the residents into different rooms before it becomes physical. Resident A reported staff usually are able to redirect residents verbally, stand in between Resident A and Resident B to prevent the residents from reaching each other and not have to use physical take downs or physically separate them. Resident A reported on August 21, 2022, her and Resident B did get into a physical altercation where Resident A hit Resident B, Resident B had a butter knife making some toast and threw the knife at Resident A after Resident A hit her. Resident A reported she then grabbed Resident B by the hair, pulled her to the ground and started hitting Resident B. Resident A reported direct care staff member (DCS) Lace Ware put her hands over Resident A's hands to get Resident A to release Resident B's hair. Resident A reported at this point both residents went to their bedrooms.

On October 20, 2022, I interviewed DCS Lace Ware who reported most arguments between Resident A and Resident B begin the residents yelling at each other, whether they are in the same room or across the house. DCS Ware reported Resident A and Resident B usually respond to verbal prompts with Resident A responding more quickly than Resident B so if they can get Resident A to leave the area and calm down then the argument usually will resolve itself. DCS Ware reported CPI is rarely used or needed to manage the residents behaviors. DCS Ware reported she did use CPI on August 21, 2021 to separate Resident A and Resident B and to remove Resident A's hands from Resident B's hair. DCS Ware reported CPI was used for about 15 seconds until Resident A released Resident B and then she was able to verbally redirect both residents. DCS Ware reported staff respond immediately when the yelling begins to so that the arguments does not lead to being physical. DCS Ware reported Resident B contacted law enforcement after the altercation wanting to press charges against Resident A.

On October 20, 2022, I interviewed DCS Dayna Dishman who reported Resident A and Resident B are always arguing. DCS Dishman reported Resident A and Resident B will do things on purpose to irritate each other. DCS Dishman reported staff respond immediately when Resident A and Resident B start yelling by verbally redirecting the residents, then if argument escalates staff will stand in between Resident A and Resident B to keep them separated, and then if Resident A and Resident B start to get physical then CPI is needed to separate and keep everyone safe. DCS Dishman

reported Resident A and Resident B call law enforcement often after an altercation and that staff rarely call law enforcement to the home.

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	Based on the information gathered during the investigation it has been found Resident A and Resident B are provided supervision, protection, and personal care as defined in the act and as specified in their <i>Assessment Plans for AFC Residents</i> and their <i>Behavior Treatment Plans</i> .
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Resident C was denied access to their funds by home manager Kristin Starks.

INVESTIGATION:

**Please note Resident C prefers the use of the pronouns they and their, so those are used throughout this section when referencing Resident C.*

On October 18, 2022, a second complaint was received reporting Resident C asked house manager, Kristin Starks for some of their money for a concert and was told by Ms. Starks Resident C did not have any money left. The complaint reported Resident C said, “okay” and walked away. The complaint reported as Resident C walked away, they heard Ms. Starks say to another staff, “[Resident C] does still have money but I am not going to give it to [Resident C] because [Resident C] still needs hygiene products.”

On October 18, 2022, I interviewed DCS Kristin Stark who reported Resident C did not ask for any money the day of the concert. DCS Stark reported Resident C had free tickets to a concert on Tuesday, October 11, 2022. DCS Stark reported Resident C had withdrawn \$50 on Thursday, October 07, 2022 from their funds to have money for the weekend. DCS Stark reported Resident C also had incentive money from the week prior. DCS Stark stated, “I assumed [Resident C] had money left over from the weekend for the concert on Tuesday, this is why they did not ask for spending money for the concert.” After interviewing Resident C and other direct care staff members, I reinterviewed DCS Starks who again stated Resident C did not ask for money prior to leaving for the concert. DCS Starks stated she did overhear Resident C say to staff they wished they would have asked for spending money prior to going to the concert. DCS

Starks was asked if she denied Resident C funds for the concert and DCS Starks stated, “no, but they still had personal needs items to purchase.”

I reviewed and received a copy of Resident C’s *Resident Funds Part II* sheet documenting Resident C had a deposit on October 03, 2022, of \$64, leaving a balance of \$111 and a withdraw on October 07, 2022, of \$50 leaving a balance of \$61 as of October 07, 2022. The balance remained \$61 on October 18, 2022, when I reviewed the form.

On October 18, 2022, I interviewed Resident C who reported they went to a concert on October 11, 2022, and prior to leaving for the concert Resident C asked DCS Kristin Starks for spending money but was told Resident C did not have any spending money left. Resident C reported they thought this was weird but they just did take \$50 over the weekend and then thought maybe they had not received their monthly allowance from their payee. Resident C reported they talked with other staff about their concern of not having any spending money for the concert. Resident C reported DCS Kelly Medina asked DCS Starks about spending money for Resident C and was told DCS Starks had already discussed this with Resident C. Resident C reported they thought they still had fund left because they remember there being a balance from when they withdrew money last week for the weekend.

On October 18, 2022, I interviewed DCS Kellie Medina who reported Resident C asked DCS Kristin Starks a few times for spending money prior to leaving for the concert and was told they did not have any spending money left. DCS Medina reported she requested money on behalf of Resident C from DCS Starks and DCS Medina was told by DCS Starks, “I have already discussed this with [Resident C], they have no money, their balance is zero.”

On October 18, 2022, I interviewed DCS Amanda Marrow who reported on October 11, 2022, she was in the kitchen cooking dinner when she heard Resident C go into the office and ask DCS Starks for spending money for the concert. DCS Marrow reported DCS Starks told Resident C they did not have any spending money. DCS Marrow reported Resident C came into the kitchen and said to DCS Marrow, “this does not make any senses that I have no money left.” DCS Marrow reported she sat with Resident C and added up what Resident C thought they had as a balance and what they have spent, and it kept leaving a balance of money. DCS Marrow reported later that evening she went into the office and reviewed Resident C’s *Resident Funds Part II* and noticed there was a balance. DCS Marrow reported they do not remember the exact balance, stating it was, “maybe \$40 or \$60 dollars.”

On October 20, 2022, I interviewed DCS Dayna Dishman who reported she took Resident C to the concert on October 11, 2022. DCS Dishman reported she was told by DCS Skylar Maloney that DCS Starks refused to give Resident C spending money for the concert due to Resident C needing to pay bills and purchase personal hygiene items. DCS Dishman reported DCS Starks allegedly Resident C they did not have any

money left. DCS Dishman reported Resident C explained they should have money left despite withdrawing personal funds the previous weekend.

APPLICABLE RULE	
R 400.14315	Handling of resident funds and valuables.
	(7) A resident shall have access to and use of personal funds that belong to him or her in reasonable amounts, including immediate access to not less than \$20.00 of his or her personal funds. A resident shall receive up to his or her full amount of personal funds at a time designated by the resident, but not more than 5 days after the request for the funds. Exceptions to this requirement shall be subject to the provisions of the resident's assessment plan and the plan of services.
ANALYSIS:	Based on the information gathered during the investigation, Resident C had a balance of \$61 according to their <i>Resident Funds II Account</i> form on the date of the concert which was the same date Resident C asked for spending money but was told they did not have any. It has been determined Resident C was denied access to their personal funds on October 11, 2022, when Resident C requested spending money for the concert they were attending.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, it is recommended that the current status of the license remains unchanged.

Bridget Vermeesch

10/31/2022

Bridget Vermeesch
Licensing Consultant

Date

Approved By:

Dawn Timm

11/04/2022

Dawn N. Timm
Area Manager

Date