



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 18, 2023

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

RE: License #: AS390092832  
Investigation #: 2023A1024007  
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**

<b>License #:</b>	AS390092832
<b>Investigation #:</b>	2023A1024007
<b>Complaint Receipt Date:</b>	11/21/2022
<b>Investigation Initiation Date:</b>	11/22/2022
<b>Report Due Date:</b>	01/20/2023
<b>Licensee Name:</b>	Community Living Options
<b>Licensee Address:</b>	626 Reed Street Kalamazoo, MI 49001
<b>Licensee Telephone #:</b>	(126) 934-3635
<b>Administrator:</b>	Lorinda Anderson
<b>Licensee Designee:</b>	Lorinda Anderson
<b>Name of Facility:</b>	CLO/Cliffwood Home
<b>Facility Address:</b>	127 Cliffwood Avenue Portage, MI 49002
<b>Facility Telephone #:</b>	(269) 323-7257
<b>Original Issuance Date:</b>	06/30/2000
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	12/26/2021
<b>Expiration Date:</b>	12/25/2023
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Resident A was assaulted by Resident B and all the residents in the home are afraid of Resident B. There is concern the residents are not provided protection by direct care staff members.	No

**III. METHODOLOGY**

11/21/2022	Special Investigation Intake 2023A1024007
11/21/2022	APS Referral-Referral came from APS
11/21/2022	Contact-Document Received-30-Day Discharge Notice to Resident B
11/22/2022	Special Investigation Initiated - Face to Face with program director Felicia Evans and administrator Lorinda Anderson at CLO Office
11/22/2022	Contact - Telephone call made with Resident A
12/29/2022	Inspection Completed On-site with home manager Amber McPherson, direct care staff member Matt Shinavier and Resident B
01/03/2023	Contact - Telephone call made with direct care staff member Nikatterri Smith
01/06/2023	Contact - Telephone call made with Resident C
01/09/2023	Exit Conference with licensee designee Lorinda Anderson

**ALLEGATION:**

**Resident A was assaulted by Resident B and all the residents in the home are afraid of Resident B. There is concern the residents are not provided protection from direct care staff members.**

**INVESTIGATION:**

On 11/21/2022, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint stated Resident A was assaulted by Resident B and all the residents in the home are afraid of Resident

B because direct care staff members are not protecting them. This complaint further stated Resident B dragged one of the staff members out of the home and slammed her against the wall and knocked Resident A down multiple times.

On 11/21/2022, I received and reviewed a *30-Day Discharge Notice* written by licensee designee Lorinda Anderson to Resident B. This discharge notice stated Resident B continues to be aggressive towards peers and staff therefore has 30 days to relocate to an alternative setting.

On 11/22/2022, I conducted interviews with program director Felicia Evans and administrator Lorinda Anderson. Ms. Evans stated Resident A and Resident B have a history of arguing with one another however the arguments do not usually escalate to physical aggression due to staff intervening early with the use of verbal redirecting and body positioning between the two residents. On 11/20/2022, Resident A and Resident B had another argument which resulted in Resident B pinning Resident A against the wall and when staff attempted to intervene by getting in between the two residents, Resident B pushed staff. Ms. Evans stated staff was able to immediately get up and separate the two residents with the use of an approved physical behavior intervention technique performed on Resident B and after the incident Resident A called the police. Ms. Evans stated this is the second time Resident B has demonstrated physical aggression towards Resident A. Ms. Evans further stated during the first incident Resident B was arrested and lodged in jail for 10 days for the assault. Ms. Evans stated staff have made multiple efforts to keep the two residents separate including having their bedrooms on separate floors in the home however Resident A and Resident B continue to argue with one another. Ms. Evans stated there have not been issues between Resident B and any other residents and overall staff has been able to successfully manage conflict between residents in the home including issues between Resident A and Resident B.

Ms. Anderson stated staff members have repeatedly discussed with Resident B regarding the importance of following the house rule of refraining from any act of violence towards staff and residents. Ms. Anderson stated Resident B has assaulted Resident A on two incidents and staff have been able to quickly intervene to prevent further escalation between the two residents. Ms. Anderson stated since Resident B has not been able to comply with the house rules, a 30-day discharge has been issued to Resident B.

On 11/22/2022, I conducted an interview with Resident A who stated she was once friends with Resident B however does not want to continue to be friends with her because Resident B has hit her. Resident A stated she believes the only reason why Resident B wants peace with her is to avoid going back to jail. Resident A stated Resident B has not hit anyone else in the home and seems to like to argue with her. Resident A stated staff tries to talk to Resident B when they argue and will get in between Resident A and Resident B or instruct them to avoid each other. Resident A further stated there is currently an open court case involving her and Resident B

because Resident A pressed charges against Resident B during the last incident.

On 12/29/2022, I conducted an onsite investigation at the facility with home manager Amber McPherson, direct care staff member Matt Shinavier and Resident B. Ms. McPherson stated Resident B has hit Resident A on two occasions and staff immediately intervened during both times to de-escalate the situation. Ms. McPherson stated Resident A has never been injured by Resident B and Resident A often provokes Resident B and initiates arguments with Resident B. Ms. McPherson stated it is difficult to keep Resident A and Resident B separated because they continue to initiate contact with one another. Ms. McPherson stated staff talks to both Resident A and Resident B when they argue with one another and utilize verbal prompting and body positioning techniques for behavior management which seem to work and be effective. Ms. McPherson further stated, if necessary, physical behavior management techniques can and have been used to ensure the safety and protection of both the residents. Ms. McPherson stated she does not believe residents are afraid of Resident B.

Mr. Shinavier stated Resident B is argumentative with everyone in the home and has hit Resident A in the past which did not result in Resident A getting injured. Mr. Shinavier stated staff provides verbal prompting and redirecting which works however, arguments between Resident A and Resident B are ongoing. Mr. Shinavier stated he believes all the residents are protected by staff and conflict between the residents are managed by staff appropriately.

While at the facility, I attempted to interview Resident B however Resident B refused to be interviewed.

While at the facility, I reviewed the facility's *AFC Licensing Division-Incident/Accident Report* dated 11/20/2022. According to this report, Resident A told Resident B she cannot smoke in the house but staff intervened and informed Resident A staff will handle the situation. Staff then separated Resident A and Resident B while Resident B continued to scream at Resident A. The report stated as Resident B walked towards the kitchen she quickly turned into the kitchen and started yelling in Resident A's face and bumped her with her body. The report stated staff intervened, separated them but Resident B then jumped up again and ran behind Resident A as she walked to the restroom at which time Resident B pinned Resident A against the wall using her chest. Staff verbally intervened and Resident B released her however as Resident A walked away, Resident B ran towards Resident A again pushing staff in the process and causing staff to fall. The report stated staff then separated the residents and police were called.

On 1/3/2023, I conducted an interview with direct care staff member Nikaterri Smith regarding this allegation. Ms. Smith stated Resident A and Resident B are friends on some days and other times, they cannot seem to get along. Ms. Smith stated the arguments between Resident A and Resident B are usually provoked by Resident A and most times Resident B does a good job walking away. Ms. Smith stated

Resident B has assaulted Resident A in the past and most recently Resident B pinned Resident A against the wall during an argument. Ms. Smith stated staff have been able to effectively intervene when Resident A and Resident B have issues by using prompting, verbal redirecting and body positioning. Ms. Smith stated Resident B does not have issues with any other residents in the home and she does not believe any resident is afraid of Resident B.

On 1/6/2023, I conducted an interview with Resident C who stated that she does not have any issues with any of the residents in the home and gets along with everyone. Resident C stated she has seen Resident A and Resident B argue with one another however, have not seen any physical fighting in the home. Resident C stated when Resident A and Resident B argue, staff will get in between them and instruct them both to walk away from each other. Resident C further stated staff tries to talk to both residents to get them to calm down. Resident C stated she feels safe in the home and she does not believe any resident is afraid of Resident B.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	Based on my investigation which included interviews with program director Felicia Evans, licensee designee Lorinda Anderson, home manager Amber McPherson, direct care staff members Matt Shinavier, Nikaterri Smith, Resident A, C, and a review of the facility's incident reports there is no evidence residents are not protected in the home. Ms. Evans, Ms. McPherson, Mr. Shinavier and Ms. Smith all stated staff have been able to use effective behavior management interventions such a redirecting, verbal prompting, and body positioning when Resident A and Resident B argue and/or physically assault one another. Staff members interviewed also stated Resident B does not have any issues with any other residents in the home and no resident is afraid of Resident B. Resident C stated she does not have issues with any resident in the home and has observed staff members intervene when arguments occur between residents to keep residents safe. Resident A also stated staff members intervene when she has issues with Resident B and has not seen any other issues occur between Resident B and other residents. Based on the evidence provided, staff members provide protection and safety to residents in the home.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 1/9/2023, I conducted an exit conference with license designee Lorinda Anderson. I informed Ms. Anderson of my findings and allowed her an opportunity to ask questions or make comments.

**IV. RECOMMENDATION**

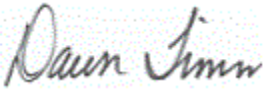
I recommend the current license status remain unchanged.



Ondrea Johnson  
Licensing Consultant

1/11/2023  
Date

Approved By:



01/18/2023

Dawn N. Timm  
Area Manager

Date