



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 14, 2023

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

RE: License #: AS390092832  
Investigation #: 2023A1024011  
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>	2023A1024011
<b>Complaint Receipt Date:</b>	12/20/2022
<b>Investigation Initiation Date:</b>	12/20/2022
<b>Report Due Date:</b>	02/18/2023
<b>Licensee Name:</b>	Community Living Options
<b>Licensee Address:</b>	626 Reed Street Kalamazoo, MI 49001
<b>Licensee Telephone #:</b>	(269) 934-3635
<b>Administrator:</b>	Lorinda Anderson
<b>Licensee Designee:</b>	Lorinda Anderson, Designee
<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 B inappropriately touched Resident A and continues to force herself on to Resident A. There is concern staff is not providing protection.	No

**III. METHODOLOGY**

12/20/2022	Special Investigation Intake 2023A1024011
12/20/2022	Special Investigation Initiated – Telephone with Resident A
12/20/2022	APS Referral-APS denied allegations for investigation
12/29/2022	Inspection Completed On-site with direct care staff members Matt Shinavier, home manager Amber McPherson
01/03/2023	Contact - Telephone call made with direct care staff member Nikaterri Smith
01/06/2023	Contact - Telephone call made with Resident B
01/13/2023	Contact - Face to Face with program director Felicia Evans
01/30/2023	Contact - Telephone call made with direct care staff member Chakiyah Singleton
02/07/2023	Exit Conference with licensee designee Lori Anderson

**ALLEGATION:**

**Resident B inappropriately touched Resident A and continues to force herself on to Resident A. There is concern staff is not providing protection.**

**INVESTIGATION:**

On 12/20/2022, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint alleged Resident B inappropriately touched Resident A and continues to force herself on to Resident A. There is concern staff is not providing protection. This complaint further alleged Resident B has forced herself on to Resident A by forcing her to have a relationship and happened four times in one week. The complaint stated Resident A has also gotten on top of Resident B and forced her to touch her breast and they have kissed at times. The

complaint further stated Resident A has “come on” to Resident B in the past also however at this time Resident A does not want a relationship with Resident B.

On 12/20/2022, I conducted an interview with Resident A regarding this allegation. Resident A stated on once occasion while “hanging out” with Resident B, “[Resident B] was doing something she wasn’t supposed to” with her however staff member Amber McPherson “took care of it” and spoke to Resident B about having appropriate boundaries. Resident A stated she does not want to have any further discussion about this allegation and does not believe there are any issues in the home. Resident A stated she feels safe in the home because direct care staff members protect her from harm.

On 12/29/2022, I conducted an onsite investigation at the facility with direct care staff members Matt Shinavier and Amber McPherson whose role is home manager. Ms. McPherson stated Resident A and Resident B are friends and they routinely spend time together watching television, playing board games, and engaging in friendly conversation with one another. Ms. McPherson stated Resident A initiates interaction with Resident B more often when she is upset with her boyfriend with who she speaks to over the telephone. Ms. McPherson stated when Resident A is not upset with her boyfriend, Resident A does not want to be around Resident B and will ask Resident B to leave her alone. Ms. McPherson stated recently Resident A reported to her that she and Resident B kissed and Resident B “touched her breast” without her consent while they were in Resident A’s bedroom. Ms. McPherson stated she talked to both Resident A and Resident B about engaging in appropriate boundaries and advised them to discontinue interacting with one another. Ms. McPherson stated on the following day after speaking to Resident A and Resident B, she observed both Resident A and Resident B watching television and interacting with one another without incident. Ms. McPherson stated direct care staff members are keeping a closer eye on Resident A and Resident B’s interactions and have asked them to refrain from going into each other’s bedrooms. Ms. McPherson stated she believes direct care staff members have intervened appropriately and she will have direct care staff members to continue to talk to the two residents about having appropriate boundaries.

Mr. Shinavier stated he has observed Resident A and Resident B hang around each other and they seem to have a friendly relationship. Mr. Shinavier stated recently Resident A reported to direct care staff members that Resident B touched her inappropriately so direct care staff members discussed with both residents about having appropriate boundaries with one another. Mr. Shinavier stated direct care staff members also advised both residents to refrain from being in resident bedrooms unsupervised. Ms. Shinavier stated he continues to see Resident A and Resident B “hanging around” each other so direct care staff members monitor their interactions closely.

On 1/3/2023, I conducted an interview with direct care staff member Nikaterri Smith. Ms. Smith stated she has observed Resident A and Resident B follow each other around the facility like they are friends. Ms. Smith stated has never witnessed any inappropriate interactions between the two residents however she has heard them both say that they

were “girlfriends” and in an intimate relationship. Ms. Smith stated she has no knowledge of Resident B inappropriately touching Resident A.

On 1/6/2023, I conducted an interview with Resident B who denied inappropriately touching Resident A and stated that she and Resident A are friends and “always hang together.” Resident B further stated direct care staff members have talked to both residents about having appropriate boundaries with one another.

On 1/30/2023, I conducted an interview with direct care staff member Chakiyah Singleton who stated Resident B likes Resident A and wants to be friends with her. Ms. Singleton stated she has observed Resident B follow Resident A around the facility to be in Resident A’s presence. Ms. Singleton stated most of the time Resident A embraces Resident B and wants to interact with her however there are times Ms. Singleton have observed Resident A be mean to Resident B when she does not want to be bothered with her. Ms. Singleton stated she is aware Resident A reported Resident B inappropriately touched her and has advised both residents to always maintain appropriate boundaries. Ms. Singleton stated direct care staff members have continued to closely monitor Resident A’s and Resident B’s interactions since the day direct care staff members were notified of the alleged incident between Resident A and Resident B.

On 1/13/2023, I conducted an interview with direct care staff member Felicia Evans whose role is program director. Ms. Evans stated Resident A and Resident B have a friendship and they are often around each other in the facility. Ms. Evans stated there are times Resident A does not want to be bothered with Resident B which often occurs when Resident A is not getting along with her boyfriend with whom she speaks to over the phone. Ms. Evans stated recently Resident A notified direct care staff members Resident B inappropriately touched her while they were in her bedroom. Ms. Evans stated Resident A has been repeatedly calling the police and reported this allegation to police after reporting this allegation to direct care staff members. Ms. Evans stated she believes Resident B wants to be in a serious relationship with Resident A so Ms. Evans stated she talked to Resident A about misleading Resident B to believe Resident A also wants to be in a serious relationship. Ms. Evans stated direct care staff members have asked residents to maintain healthy, appropriate boundaries when interacting and have been monitoring the residents’ interactions more closely since the day the incident was reported to direct care staff members. Ms. Evans stated she believes direct care staff are able to manage the situation while maintaining safety and protection for both residents.

<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 direct care staff members Matt Shinavier, Amber McPherson, Felicia Evans, Nikaterri Smith, Chakiyah Singleton, and Residents A, B, there is no evidence direct care staff members did not address the alleged interactions between Resident A and Resident B including inappropriately touching Resident A. All direct care staff members reported Resident A and Resident B are friends and often are around each other in the facility. Resident A reported that on one occasion “[Resident B] was doing something she wasn’t supposed to” with her however direct care staff members handled the situation and spoke to Resident B about having appropriate boundaries. Resident B also stated direct care staff spoke to both residents about maintaining appropriate boundaries. Resident A stated she is safe and protected by staff. Direct care staff members have intervened appropriately by talking with both residents and monitoring the residents’ interactions more closely. Direct care staff members have also advised the residents to refrain from going into each other bedrooms.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 2/7/2023, I conducted an exit conference with licensee designee Lorinda Anderson. I informed Ms. Anderson of my findings and allowed her an opportunity to make comments and ask questions.

**IV. RECOMMENDATION**

I recommend the current license status remain unchanged.



Ondrea Johnson  
Licensing Consultant

02/07/2023

Date

Approved By:



Dawn N. Timm  
Area Manager

02/14/2023

Date