



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 2, 2023

Susan Maxbauer  
2347 Harrington Road  
Croswell, MI 49422

RE: License #: AF760382031  
Investigation #: 2023A0871033  
The Cottage House

Dear Mrs. Maxbauer:

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.

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 (517) 643-7960.

Sincerely,



Kathryn A. Huber, Licensing Consultant  
Bureau of Community and Health Systems  
411 Genesee  
P.O. Box 5070  
Saginaw, MI 48605  
(989) 293-3234

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF760382031
<b>Investigation #:</b>	2023A0871033
<b>Complaint Receipt Date:</b>	03/31/2023
<b>Investigation Initiation Date:</b>	04/03/2023
<b>Report Due Date:</b>	05/30/2023
<b>Licensee Name:</b>	Susan Maxbauer
<b>Licensee Address:</b>	2347 Harrington Road Croswell, MI 49422
<b>Licensee Telephone #:</b>	(810) 648-5490
<b>Administrator:</b>	N/A
<b>Licensee Designee:</b>	N/A
<b>Name of Facility:</b>	The Cottage House
<b>Facility Address:</b>	2347 Harrington Road Croswell, MI 49422
<b>Facility Telephone #:</b>	(810) 712-0711
<b>Original Issuance Date:</b>	07/07/2016
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/07/2023
<b>Expiration Date:</b>	01/06/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

	Violation Established?
Resident A was on a community outing with CMH staff from 10:00 am to 12:00 pm on Friday, 03/31/2023. CMH staff attempted to drop Resident A off back at the facility around 12:00 pm after the outing. When they arrived back to the facility, the house was dark and there were no cars in the driveway. CMH staff tried several times to phone Licensee Susan Maxbauer to no avail. Licensee Maxbauer called CMH at 1:25 pm and said she lost track of time.	Yes

## III. METHODOLOGY

03/31/2023	Special Investigation Intake 2023A0871033
04/03/2023	Special Investigation Initiated - Letter Email information from Complainant 1
04/21/2023	Inspection Completed On-site Talked to Staff Opal, she was unaware of incident
04/25/2023	Inspection Completed On-site Did not go into facility as residents exposed to COVID-19
04/27/2023	Contact - Telephone call made Telephone call to Licensee Susan Maxwell and Resident A
04/27/2023	Contact - Telephone call made Telephone call to Case Manager Kristy Martinez
04/27/2023	Exit Conference Telephone exit conference with Licensee Susan Maxwell
04/27/2023	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION:**

Resident A was on a community outing with CMH staff from 10:00 am to 12:00 pm on Friday, 03/31/2023. CMH staff attempted to drop Resident A off back at the facility around 12:00 pm after the outing. When they arrived back to the facility, the house was dark and there were no cars in the driveway. CMH staff tried several times to phone Licensee Susan Maxbauer to no avail. Licensee Maxbauer called CMH at 1:25 pm and said she lost track of time.

**INVESTIGATION:**

On April 21, 2023, I conducted an unannounced onsite investigation and talked to Staff Opal Ferranti, and she was unaware that a complaint had been made. Two residents were sitting in the living room and appeared to be receiving adequate care. One of the residents has been living in this facility and always appears happy and healthy.

On April 27, 2023, I telephoned Licensee Susan Maxbauer. An onsite was not conducted on this day as the licensee and residents had been exposed to COVID-19. Licensee Maxbauer indicated that on that day, she took another resident to the resident's sister's house. Licensee Maxbauer did not realize that she was gone so long. Licensee Maxbauer said she did not hear her phone ring while she was driving but when she got home, she saw she had some missed calls that were made about 45 minutes earlier.

On April 27, 2023, I then spoke with Resident A via telephone. Resident A said no one was home when she got there, so she went back with her case manager. Resident A said, "we tried to call her, but she did not answer." Resident A said she "was a little bit late" and that she "was a little scared" and this is the first time this has ever happened.

On April 27, 2023, I telephoned Case Manager Kristy Martinez, and she said this is a routine outing from 10am to 12pm every Friday. Ms. Martinez indicated she always picks up Resident A at 10am and drops her off at 12pm. Ms. Martinez reported when Licensee Maxbauer was not home after about 30 minutes, she took Resident A back to her office. Ms. Martinez said this was very unusual for Licensee Maxbauer not to be home because she is always there when she drops Resident A off. Ms. Martinez and Resident A were worried because they did not know if something happened to Licensee Maxbauer. Several phone calls were placed to Licensee Maxbauer, and she never answered. Ms. Martinez said Licensee Maxbauer was finally contacted about 2pm. Licensee Maxbauer told her that she "lost track of time" when she was out. Ms. Martinez said Resident A did not return home until about 4pm that day.

On April 27, 2023, I conducted a telephone exit conference with Licensee Susan Maxbauer and advised her this is a rule violation.

<b>APPLICABLE RULE</b>	
<b>R 400.1410</b>	<b>Resident protection.</b>
	<b>A licensee or responsible person shall always be on the premises when a resident is in the home.</b>
<b>ANALYSIS:</b>	Licensee Susan Maxbauer said she lost track of time and was not home when Resident A was to get dropped off. Case Manager Kristy Martinez reported she tried calling Licensee Maxbauer several times and did not get an answer. Resident A said Licensee Maxbauer was not home at the time she was to be dropped off. I confirm violation of this rule.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of this adult foster care family home remain unchanged (capacity 1-6).

*Kathryn A. Huber*

05/02/2023

Kathryn A. Huber  
Licensing Consultant

Date

Approved By:

*Mary E. Holton*

05/02/2023

Mary E. Holton  
Area Manager

Date