



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 10, 2023

Sandra Costello
Hope/Spectrum Health CCG
2775 East Lansing
East Lansing, MI 48823

RE: License #: AS330313722
Hope Network Oakwood Residential Services
2701 E. Lansing Drive
East Lansing, MI 48823

Dear Ms. Costello:

Attached is the Renewal Licensing Study Report for the facility referenced above. You have submitted an acceptable written corrective action plan addressing the violations cited in the report. To verify your implementation and compliance with this corrective action plan:

- You are to submit documentation of compliance.

Please contact me with any questions. In the event that I am not available and you need to speak to someone immediately, you may contact the local office at (517) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Jana Lipps".

Jana Lipps, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
RENEWAL INSPECTION REPORT**

I. IDENTIFYING INFORMATION

License #: AS330313722

Licensee Name: Hope/Spectrum Health CCG

Licensee Address: 3375 South Division
Grand Rapids, MI 49501

Licensee Telephone #: (517) 332-1616

Licensee/Licensee Designee: Sandra Costello

Administrator: Sandra Costello

Name of Facility: Hope Network Oakwood Residential Services

Facility Address: 2701 E. Lansing Drive
East Lansing, MI 48823

Facility Telephone #: (517) 332-1616

Original Issuance Date: 11/20/2012

Capacity: 6

Program Type: PHYSICALLY HANDICAPPED
TRAUMATICALLY BRAIN INJURED

II. METHODS OF INSPECTION

Date of On-site Inspection(s): 05/10/2023

Date of Bureau of Fire Services Inspection if applicable: N/A

Date of Health Authority Inspection if applicable: N/A

No. of staff interviewed and/or observed 2

No. of residents interviewed and/or observed 3

No. of others interviewed 4 Role: licensee designee, supp. staff

- Medication pass / simulated pass observed? Yes No If no, explain.
- Medication(s) and medication record(s) reviewed? Yes No If no, explain.
- Resident funds and associated documents reviewed for at least one resident? Yes No If no, explain.
- Meal preparation / service observed? Yes No If no, explain.
- Fire drills reviewed? Yes No If no, explain.
- Fire safety equipment and practices observed? Yes No If no, explain.
- E-scores reviewed? (Special Certification Only) Yes No N/A
If no, explain.
- Water temperatures checked? Yes No If no, explain.
- Incident report follow-up? Yes No If no, explain.
- Corrective action plan compliance verified? Yes CAP date/s and rule/s:
N/A
- Number of excluded employees followed-up? N/A
- Variances? Yes (please explain) No N/A
The licensee designee has a current variance for Rule 315.3 regarding resident funds transaction forms. The licensee designee continues to utilize a computer software program to track resident funds. The program was reviewed at today's on-site inspection.

III. DESCRIPTION OF FINDINGS & CONCLUSIONS

This facility was found to be in non-compliance with the following rules:

R 400.14315 Handling of resident funds and valuables.

(12) Charges against the resident's account shall not exceed the agreed price for the services rendered and goods furnished or made available by the home to the resident.

Resident A & Resident B's room and board charges on their *Resident Care Agreement* forms did not reflect the amount they were charged on the April 2023 resident funds record. The electronic funds record was reviewed during this inspection and found that both Resident A and Resident B were overcharged for their room and board in the month of April 2023.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, renewal of the license is recommended.



05/10/23

Jana Lipps
Licensing Consultant

Date