



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 10, 2023

Betty Mackie  
Henrys Inc.  
P.O. Box 81733  
Rochester, MI 48308

RE: License #: AS820243816  
Investigation #: 2023A0116029  
Henrys Inc. Spring Arbor

Dear Ms. Mackie:

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "Pandrea Robinson". The signature is written in a cursive, flowing style.

Pandrea Robinson, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 319-9682

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS820243816
<b>Investigation #:</b>	2023A0116029
<b>Complaint Receipt Date:</b>	04/14/2023
<b>Investigation Initiation Date:</b>	04/14/2023
<b>Report Due Date:</b>	06/13/2023
<b>Licensee Name:</b>	Henrys Inc.
<b>Licensee Address:</b>	P.O. Box 81733 Rochester, MI 48308
<b>Licensee Telephone #:</b>	(313) 910-2951
<b>Administrator:</b>	Sheila Hawkins
<b>Licensee Designee:</b>	Betty Mackie
<b>Name of Facility:</b>	Henrys Inc. Spring Arbor
<b>Facility Address:</b>	30109 Spring Arbor Inkster, MI 48141
<b>Facility Telephone #:</b>	(313) 791-0939
<b>Original Issuance Date:</b>	04/16/2002
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/18/2023
<b>Expiration Date:</b>	01/17/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Complainant reported that Resident A stated that Mr. Robert Hawkins asked him for his debit card and Personal Identification Number (PIN). Mr. Hawkins also threatened to have his name put on Resident A's SSI and SSD checks to gain control of his money.	Yes

## III. METHODOLOGY

04/14/2023	Special Investigation Intake 2023A0116029
04/14/2023	Special Investigation Initiated - Telephone Interviewed Michelle Livous, ORR investigator.
04/14/2023	APS Referral Received.
04/14/2023	Contact - Telephone call made Interviewed staff, Ebony Monroe.
04/18/2023	Inspection Completed On-site Interviewed Residents A-C and staff, Mark Daniel.
04/20/2023	Contact - Telephone call made Interviewed administrator, Sheila Hawkins.
04/20/2023	Contact - Telephone call made Interviewed Resident A's case manager, Andrew Humphries.
04/24/2023	Contact - Telephone call made Interviewed facility supervisor, Robert Hawkins.
04/25/2023	Inspection Completed-BCAL Sub. Compliance
04/25/2023	Exit Conference With licensee designee, Betty Mackie.

## **ALLEGATION:**

**Complainant reported that Resident A stated that Mr. Robert Hawkins asked him for his debit card and Personal Identification Number (PIN). Mr. Hawkins also threatened to have his name put on Resident A's SSI and SSD checks to gain control of his money.**

## **INVESTIGATION:**

On 04/14/23, I interviewed Michelle Livous, ORR investigator, and she reported that she has just began her investigation into the matter. Ms. Livous reported that on 04/13/23, she spoke with the administrator, Shelia Hawkins, and informed her that pending the outcome of the investigation Robert Hawkins, facility supervisor, was not to be in the home or work shifts. Ms. Livous reported that she had learned that Mr. Hawkins had indeed asked Resident A for his debit card and PIN as he was planning to go to the bank and withdraw the \$600 that Resident A owed for past due rent. Ms. Livous reported that she spoke with Resident A and he reported that staff, Ebony Monroe took him to the bank after the incident with Mr. Hawkins and he cancelled his debit card. Ms. Livous reported that Mr. Hawkins was unable to get the \$600 in past due rent.

On 04/14/23, I interviewed staff, Ebony Monroe. Ms. Monroe reported that she no longer works for the company as she quit on 04/13/23. Ms. Monroe reported that on 04/13/23, Mr. Hawkins asked her to bring Resident A to the office to address some financial issues pertaining to past due rent. Ms. Monroe reported that Resident A left out of the office and was frustrated and upset because Mr. Hawkins forced him to give him his debit card and PIN so that he could go and withdraw the \$600 that Resident A owed for last month's rent. Ms. Monroe reported that she transported Resident A to the bank, and he cancelled the debit card and requested a new card be issued. Ms. Monroe reported Mr. Hawkins was unable to get any funds from the bank once the card was cancelled. Ms. Monroe reported that APS came to the home on 04/13/23, to address the issue and spoke with Resident A. Ms. Monroe reported that APS informed them that the assigned investigator would be contacting them in the coming days. Ms. Monroe reported her desire for the home to be shut down and reported she was going to rally support, protest and do whatever she needed to do to see that the home is closed.

On 04/18/23, I conducted an unscheduled onsite inspection and interviewed Residents A-C and staff, Mark Daniel.

Resident A reported that Mr. Hawkins did not threaten him, but he did ask him for his debit card and PIN so that he could go withdraw the \$600 he still owed for March 2023 rent. Resident A reported that he was upset about the situation and reported that Mr. Hawkins should not have asked for his personal property. I asked Resident A was he afraid to tell Mr. Hawkins "no" when he asked for his debit card and PIN,

and he reported that he was not afraid but could not answer why he didn't refuse to give Mr. Hawkins his card. Resident A admitted his wrong as he knew he should have paid his rent in full.

Resident A reported that when he finished talking to Mr. Hawkins in the office, he returned to the car and shared with Ms. Monroe what had occurred. Resident A reported that Ms. Monroe transported him to the bank so that he could cancel his debit card. Resident A reported that Mr. Hawkins was not able to withdraw any of his funds, and reported he is going to work with Mr. Hawkins and pay him what he is owed. Resident A denied that he is afraid of Mr. Hawkins and reported that he has never threatened him in any way. Resident A reported that he informed ORR and APS that he is not afraid or intimidated by Mr. Hawkins and that he is safe in the home. Resident A reported that right after the meeting with Mr. Hawkins he contacted his case manager, Andrew Humphries, informed him of what happened and requested to be moved to another home. Resident A reported that he has since changed his mind and would like to remain in the home. Resident A added that he is his own guardian and handles his own finances.

Resident A also denied that during the incident Mr. Hawkins threatened to try to take control of his SSI or SSD. Resident A reported that he knows that he has to give permission for someone to handle his monies and reported that he will not be doing that at this time. Resident A reported that he is also going to make sure that he pays his rent in full every month, as he had before this incident.

I interviewed Residents B and C separately and they both reported that they were not present when the incident occurred, however, reported hearing about it. Residents B and C both reported that they like living in the home and reported that the staff treat them good. They both reported that Mr. Hawkins is a good person, and they have nothing bad to say about him. Resident B reported that things have been so much calmer and peaceful since the home manager, Ebony Monroe, quit. Resident B and C reported that neither Mr. Hawkins nor any of the staff have ever asked them for monies or their personal items.

I interviewed staff, Mark Daniel, and he reported not having any firsthand knowledge regarding the incident. Mr. Daniel reported that he has never witnessed Mr. Hawkins approach any of the men inappropriately or in an aggressive manner.

On 04/20/23, I interviewed administrator, Sheila Hawkins. Ms. Hawkins reported that Mr. Hawkins had Ms. Monroe bring Resident A to the office so they could discuss with him the \$600 he owes in rent from March 2023. Ms. Hawkins reported that Resident A paid part of the rent and decided to spend the other portion on what he wanted. Ms. Hawkins reported that when Resident A came to the office Mr. Hawkins did end up asking him for his debit card and PIN to hold on to it until Mr. Hawkins could take Resident A to the bank to withdraw what he owed. Ms. Hawkins reported the incident got blown out of proportion and turned all around by former home manager, Ms. Monroe. Ms. Hawkins reported APS and ORR was called and things

have snowballed from there. Ms. Hawkins reported that Mr. Hawkins did not have any ill intent and that neither of them believed that asking for Resident A's debit card and PIN number was a problem. I explained to Ms. Hawkins that Resident A is his own guardian, handles his own funds, but is still a vulnerable adult who requires the provisions of AFC. I explained that Resident A's debit card and PIN are his personal property and that he should never have been asked to turn them over by Mr. Hawkins. I informed Ms. Hawkins that if Resident A continued to fail to pay his rent or come current, as required, the home had other options, some which may have eventually ended up with issuing a 30-day notice. Ms. Hawkins reported an understanding and reported this would not happen again.

On 04/20/23, I interviewed Resident A's case manager, Andrew Humphries. Mr. Humphries reported he is employed with Southwest Solutions. Mr. Humphries reported that Resident A informed him of the incident and reported that prior to this incident he had no concerns regarding the care being provided at the home. Mr. Humphries reported that when he initially spoke with Resident A about the incident Resident A reported his desire to move into a new home. Mr. Humphries reported that Resident A has since changed his mind and wishes to remain in the home. Mr. Humphries reported that Resident A has made friends, enjoys his workshop program and likes living in the home. Mr. Humphries reported his belief that Resident A has paid the past due rent and is current. Mr. Humphries agrees that the way Mr. Hawkins went about the matter was not the best and he is hopeful that this will not happen again.

On 04/24/23, I interviewed facility supervisor, Robert Hawkins. Mr. Hawkins reported that he fulfills many roles at the home and does whatever he needs to do to help out, including covering shifts when needed. Mr. Hawkins reported that Resident A spent \$600 of his March rent money and only paid a portion of the rent. Mr. Hawkins admitted that he asked Resident A for his debit card and PIN and denied that he forced or threatened him in any way. Mr. Hawkins reported his belief that Resident A knew he had a choice on whether or not to give him the card and he voluntarily handed it over. Mr. Hawkins reported this entire incident has been blown out of proportion by former home manager, Ebony Monroe. Mr. Hawkins reported he had to make a police report on her and obtain a protection order as she has threatened to kill him.

I reminded Mr. Hawkins that Resident A is a vulnerable adult and that although he may not have been aggressive or threatening with his request for Resident A's debit card and PIN, Resident A may have felt that he had no other choice but to give him the card. I informed him that there were other more appropriate ways of going about getting the money, which included transporting Resident A to the bank and allowing him to withdraw the funds from his account. Mr. Hawkins reported an understanding and stated he meant no ill intent and did not believe that he was doing anything wrong. Mr. Hawkins also denied that he threatened to add his name to Resident A's SSI and SSD checks to gain control of his money. Mr. Hawkins reported when Resident A was first admitted into the home over eight months ago, they discussed

being the representative payee for him. Mr. Hawkins reported another discussion regarding that has not happened since.

On 04/25/23, I conducted the exit conference with licensee designee, Betty Mackie, and informed her of the findings of the investigation. Ms. Mackie reported that Mr. Hawkins was only trying to help expediate the matter by getting the past due rent money before Resident A spent it. I informed Ms. Mackie that Mr. Hawkins asking for and holding on to Resident A's personal debit card and PIN number was not an appropriate way to go about obtaining the rent money. I reminded Ms. Mackie that there were other more appropriate ways to address the matter. Ms. Mackie reported an understanding and stated upon receipt of the report she will submit a corrective action plan.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities</b>
	<b>(1) Upon a resident's admission into the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative and provide to the resident or the resident's designated representative, a copy of all of the following resident rights.</b> <b>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</b>



<b>ANALYSIS:</b>	<p>Resident A reported that Mr. Hawkins asked for his debit card and PIN so that he could withdraw the \$600 he owed in rent money. Resident A reported that he gave the card and PIN to Mr. Hawkins but reported he does not feel that Mr. Hawkins should have asked him for his personal property. Resident A reported that he canceled the debit card and Mr. Hawkins was not able to withdraw the funds. Resident A reported that he is going to work with the home and pay the money he owes. Resident A denied that Mr. Hawkins threatened to have his name added to his SSI and SSD checks as reported.</p> <p>Mr. Hawkins admitted to asking for and obtaining Resident A's debit card and PIN so that he could withdraw the past due rent that Resident A was failing to pay. Mr. Hawkins was unable to get the funds as Resident A cancelled the card. Mr. Hawkins reported that he had no ill intent and in no way forced Resident A to give him the debit card and PIN. I explained to Mr. Hawkins that Resident A is a vulnerable adult and asking him to give him his debit card and PIN was not an appropriate way to handle this matter.</p> <p>This violation is established as Resident A was not treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



04/25/2023

Pandrea Robinson  
Licensing Consultant

Date

Approved By:



05/10/2023

Ardra Hunter  
Area Manager

Date